Report on

multiculturalism

2004 – 2005

Government of British Columbia

DOC
BC
M7982
B:R4
2004/05
c.3

BRITISH COLUMBIA

LEGISLATIVE LIBRARY MAY 23 2006

LEGISLATIVE LIBRARY OF BRITISH COLUMBIA
3 3298 00312 9948

106-07003/

report on multiculturalism

Government of British Columbia

2004 – 2005

Ministry of Advanced Education • Ministry of Agriculture, Food and Fisheries • Ministry of Attorney General and Minister Responsible for Treaty Negotiation • Ministry of Children and Family Development • Ministry of Community, Aboriginal and Women's Services • Ministry of Education • Ministry of Energy and Mines • Ministry of Finance • Ministry of Forests • Ministry of Health Services • Ministry of Human Resources • Ministry of Management Services • Ministry of Provincial Revenue • Ministry of Public Safety and Solicitor General • Ministry of Small Business and Economic Development • Ministry of Sustainable Resource Management • Ministry of Transportation • Ministry of Water, Land and Air Protection • Multicultural Advisory Council • British Columbia Arts Council • B.C. Assessment • British Columbia Building Corporation • B.C. Games Society • B.C. Housing • B.C. Hydro • British Columbia Railway Company • B.C. Securities Commission • B.C. Transit • B.C. Transmission Corporation • B.C. Utilities Commission • Columbia Power Corporation • Creston Valley Wildlife Management Area • First Peoples' Heritage, Language and Culture Council • Forestry Innovation Investment Ltd. • Industry Training Authority • Insurance Corporation of B.C. • Land and Water B.C. Inc • Legal Services Society • Liquor Distribution Branch • Oil and Gas Commission • Organized Crime Agency of British Columbia Society • Provincial Capital Commission • Royal B.C. Museum • Tourism B.C. • Vancouver Trade and Convention Centre Authority

NATIONAL LIBRARY OF CANADA CATALOGUING IN PUBLICATION DATA

Main entry under title:

Report on multiculturalism, government of British Columbia. — 1993/94-

Annual

Includes: Multiculturalism B.C. annual report 1993/94-

Includes: Report on the activities of the Multicultural Advisory Council, 1993/94-

Imprint varies: Ministry of Multiculturalism and Immigration, 2000/01; Ministry of Community, Aboriginal and Women's Services, 2001/02- .

ISSN 1201-7310 = Report on Multiculturalism, government of British Columbia

1. British Columbia. Multiculturalism Act – Periodicals. 2. Multiculturalism B.C. – Periodicals. 3. British Columbia. Multicultural Advisory Council – Periodicals. 4. Multiculturalism - British Columbia – Periodicals. 5. Minorities – Services for - British Columbia - Periodicals. I. British Columbia. Ministry of Multiculturalism and Immigration. II. British Columbia. Ministry of Community, Aboriginal and Women's Services.

FC3850.A1 M84 354.7110084'84 C95-960166-X
F1059.7.A1 B73

Letter to the Lieutenant Governor of the Province of British Columbia

To Her Honour
The Lieutenant-Governor of the
Province of British Columbia

May it please Your Honour:

Pursuant to Section 7(3) of the *Multiculturalism Act*, I respectfully submit the eleventh annual report on the operation of the Act. This report covers the activities for the 2004/05 fiscal year.

Since 2004/05 government realignment took place, and these structural changes will be reflected in the report for 2005/06.

Respectfully submitted,

Honourable Wally Oppal
Attorney General and Minister
Responsible for Multiculturalism

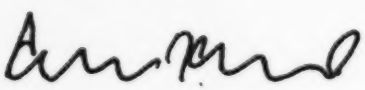
Letter to the Minister

Honourable Wally Oppal
Attorney General and Minister
Responsible for Multiculturalism

Honourable Attorney General:

I respectfully submit the *Report on Multiculturalism: Government of British Columbia 2004/2005*. This report documents the activities of the Government of British Columbia, and Crown in support of the *Multiculturalism Act* for 2004/05.

Yours faithfully,



Allan Seckel
Deputy Attorney General
Ministry of Attorney General

Table of Contents

vi	Multicultural Advisory Council
	MINISTRIES
3	British Collumbia Offshore Oil and Gas Team
4	Ministry of Advanced Education
5	Ministry of Agriculture, Food and Fisheries
6	Ministry of Attorney General and Minister Reponsible for Treaty Negotiations
8	Ministry of Children and Family Development
10	Ministry of Community, Aboriginal and Women's Services
14	Ministry of Education
18	Ministry of Energy and Mines
19	Ministry of Finance
21	Ministry of Forests
22	Ministry of Health Services
25	Ministry of Human Resources
26	Ministry of Management Services
28	Ministry of Provincial Revenue
30	Ministry of Public Safety and Solicitor General
32	Ministry of Small Business and Economic Development
34	Ministry of Transportation
35	Ministry of Water, Land and Air Protection

Table of Contents

CROWN CORPORATIONS

British Columbia Arts Council 39
B.C. Assessment 40
British Columbia Buildings Corporation 41
B.C. Games Society 42
B.C. Housing 43
B.C. Hydro 44
B.C. Railway Company 45
British Columbia Securities Commission 46
B.C. Transit 48
B.C. Transmission Corporation 49
British Columbia Utilities Commission 50
Columbia Power Corporation 51
Creston Valley Wildlife Management Area 52
First Peoples' Heritage, Language and Culture Council 54
Forestry Innovation Investment Ltd. 55
Industry Training Authority 56
Insurance Corporation of British Columbia 57
Land and Water British Columbia Inc. 58
Legal Services Society 59
Liquor Distribution Branch 60
Oil and Gas Commission 61
Organized Crime Agency of British Columbia Society 62
Provincial Capital Commission 63
Royal British Columbia Museum 64
Tourism British Columbia 66
Vancouver Trade and Convention Centre Authority 68

Multicultural Advisory Council

MEMBERS OF THE MULTICULTURAL ADVISORY COUNCIL FOR 2004-2005

Mahmood Awan
Richmond

Mary Elizabeth Chen
Prince George

Johanne Dumas
Maple Ridge

Johnny Fong
West Vancouver

Randy Garg
Vancouver

John Halani, Vice-Chair
Vancouver

Debra Hoggan
White Rock

Dennis Hori
Kamloops

Dr. David Chuenyan Lai
Victoria

Edmond Luke
Vancouver

Jeannette MacKay
Burnaby

Pamela Judge McKenzie
Kaslo

Malkit Mutti
Burnaby

Laird Ruehlen
Campbell River

Gurdip Singh Sahota
Surrey

Jatinder S. Sidhu
Abbotsford

Jan Walls, Chair
Vancouver

Dr. Mark Wexler
Vancouver

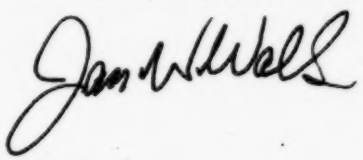
SUMMARY REPORT: MARCH 2004 – MARCH 2005

The Multicultural Advisory Council (MAC) is well into its second year of functioning, and it has been a fruitful year, highlighted by the approval and release of the Strategic Framework for Action, and the successful planning, organizing and delivery of the Dialogue on Multiculturalism, and the legacy of the Dialogue. These three items alone establish the Ministry and Council as leaders in a consensus-based, collaborative approach in a society characterised by harmonious diversity in action.

British Columbia celebrates its harmonious diversity, from both an environmental and cultural perspective. During Multiculturalism Week, the Council took part in the Dialogue on Multiculturalism on February 14, 2005. The Dialogue was sponsored by a cross-section of not-for-profit, private and public sector sponsors, including the Ministry of Community, Aboriginal and Women's Services. More than 150 delegates came together at the Simon Fraser University's Morris J. Wosk Centre for Dialogue. They provided input to establish an important foundation for building a collaborative approach and assisted in renewing the vision for multiculturalism in British Columbia.

We have already begun discussion of ideas on how to showcase our harmonious diversity up to and through 2010, when the world will be watching us during the Olympic Games. This event will determine our province's image in the eyes of the world, so we must begin planning now.

I would like to acknowledge the contributions that Council members have made to the Council over the past year. Council members have generously shared their diverse insights and experiences on multiculturalism and anti-racism issues, both in MAC meetings, and in committee work between full Council meetings. Special thanks also to the Anti-racism and Multiculturalism Unit, Settlement and Multiculturalism Branch of the Ministry of Community, Aboriginal, and Women's Services, for their efficient and effective administrative assistance.



Jan Walls, Chair

Multicultural Advisory Council

MEETINGS

Chair and Vice Chair met with the newly appointed Minister of State for Multicultural Services Patrick Wong on October 29, 2004 to provide highlights on the Council's work to date.

The Multiculturalism Advisory Council held three meetings during this year and worked at a sub-committee level on a number of initiatives including the following: nominating members to the Dialogue on Multiculturalism Planning Committee; finalizing the Strategic Framework for Action; providing input to the Provincial Strategy on the Social and Economic Benefits of Cultural Diversity in British Columbia; and nominating members to sit on the Roundtable on Multiculturalism. In addition, Minister Wong requested that Council work with the Ministry to provide input to developing a multicultural theme for the 2010 Winter Olympics and Paralympics Games.

All three council meetings were held in Vancouver. Council held their first meeting for the fiscal year on June 5, 2004. Ministry staff presented an overview of the British Columbia Anti-racism and Multiculturalism Program and the new open tendering process that is now in place for multiculturalism and anti-racism funding. Council provided feedback and recommended the Minister consider hosting a public event to launch the Strategic Framework for Action with community leaders. This discussion led to the Dialogue on Multiculturalism event that convened in February 14, 2005, hosted by the Morris J. Wosk Center for Dialogue with Simon Fraser University and the release of the Strategic Framework for Action.

At the Council's second meeting on September 17, 2005, the main focus was on MAC involvement with the Dialogue on Multiculturalism planning committee. Three MAC members sat on the planning committee and regularly reported back to Council on planning updates. The Council was also requested to assist in providing recommendations to the Minister of State's accountability measures, including a strategy to improve the social and economic benefits of cultural diversity in the province, develop a multicultural theme for the 2010 Olympic and Paralympics Winter Games (in consultation with the Ministry of Small Business and Economic Development); and review multicultural service delivery.

At the Council's third meeting on December 4, 2004 a new work group was formed called the Working Group on Multicultural Communications and Government and Crown Corporations. The work group's mandate is to enhance the communication between communities and Ministry/Crown Corporations. A number of new recommendations were made at the meeting, to the Minister:

- that the Ministry begin profiling immigrant success stories through the branch web site and newsletter;
- that Government research options to develop a new youth citizenship award that would involve British Columbia's multicultural communities, and finally,
- both the Minister and Council agreed that translation and interpreter services for essential public information are important, and must be put forward for research that will result in a standard policy for translation for the provincial government. Council will forward to the Minister recommendations for this proposed initiative in the coming year.

ministries >>

British Columbia Offshore Oil and Gas Team

Initiatives

ENABLING FIRST NATIONS

Enabling First Nations to:

- conduct studies on cultural and heritage values of coastal resources and activities,
- access offshore oil and gas expertise,
- develop and deliver First Nations' specific community education and information initiatives, and
- help identify appropriate roles for First Nations' to play in the development of the offshore resources.

MANDATE

To enable offshore oil and gas development to occur in British Columbia in a scientifically sound and environmentally responsible manner.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Team's business plan notes the importance of including First Nations' traditional and cultural interests in the development of offshore oil and gas resources.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Team is a small policy group (12 FTE's, including the Deputy Minister, professional and administrative support staff) providing advice and guidance on the development of offshore oil and gas to the Minister of Energy and Mines. All team members are committed to understanding, appreciating and respecting multiculturalism.

Ministry of Advanced Education

MANDATE

The Ministry of Advanced Education (AVED) provides leadership and support for a top-notch advanced education and training system that provides all British Columbians with opportunities to develop the skills and knowledge they need to live productive and fulfilling lives, and to contribute to the changing economic, social, and cultural life of the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

AVED welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

A strategic objective of the AVED Employee Investment Plan is to "sustain efforts to develop a workforce that recognizes the diversity of the British Columbia population." This is provided through training opportunities, and a welcoming, diverse work environment.

Governance, Legislation, and Intergovernmental Relations Branch ensures that policies and legislation are consistent with principles and objectives of multiculturalism

Initiatives

ADULT LITERACY COST-SHARED PROGRAM

Adult Literacy Cost-Shared Program supports partnerships to deliver literacy programs and services to aboriginal adults, to help meet their education and employment goals.

ENGLISH AS A SECOND LANGUAGE

A broad range of English as a Second Language programs delivered by public post-secondary institutions help adults meet their settlement, academic and employment goals.

MEMORANDUM OF UNDERSTANDING

Memorandum of Understanding signed by AVED, representatives of British Columbia's post-secondary institutions and key aboriginal organizations indicates commitment of partners to work together to improve levels of participation and success for aboriginal learners.

ABORIGINAL SPECIAL PROJECTS FUNDING

Aboriginal Special Projects Funding provides support to promote relevant, quality educational programs and support activities for aboriginal learners.

INTERNATIONAL CREDENTIAL EVALUATION SERVICE

International Credential Evaluation Service allows individuals educated outside of Canada to receive appropriate recognition for their education, and pursue career goals.

EMPLOYMENT FOR SKILLED IMMIGRANTS

Working with government and non-government stakeholders, including the Industry Training Authority, to develop strategies to increase employment for skilled immigrants.

LABOUR MARKET INFORMATION

Labour Market Information to assist entry into the work place.

Ministry of Agriculture, Food and Fisheries

Initiatives

TRANSLATIONS OF FACT SHEETS

In response to the needs of its communities, the Ministry developed plain-language publications in English and, where appropriate, translated fact sheets and newsletters into other languages to ensure clear understanding and access to technical information.

FIRST NATIONS

The Ministry continues programs and activities to increase the capacity of First Nations to support training and skill development, achieve joint ventures with private organizations and partially fund First Nations agriculture, food and fisheries development initiatives.

OTHER INITIATIVES

- Youth: The Ministry continues its long-standing involvement with the 4-H movement in educating young people toward successful entrepreneurship and leadership roles in their communities as adults.
- Information on programs and services are available in print and increasingly in electronic form to maximize access to the widest possible range of clients.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Distribution of materials promoting diversity.
- Provide training opportunities for staff to build understanding and appreciation of cultural diversity and the elimination of racism.
- Ensure recruitment practices consider merit based on qualifications, experience and expertise regardless of ethnicity, culture or disabilities.
- The Human Resource Management Plan recognizes the importance of a performance-focused workplace, a learning environment, visionary leadership, strong employee-employer relations, and a welcoming and safe workplace.

MANDATE

The mandate of the Ministry of Agriculture, Food and Fisheries is to assist the agriculture, food and fisheries sectors to prosper and contribute to the B.C. economy while delivering high-quality and safe products to consumers within a context of environmental sustainablility.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry of Agriculture, Food and Fisheries maintains its commitment to multiculturalism by ensuring government policies on multiculturalism are made available to staff in conducting programs.
- The Ministry distributes materials promoting diversity, and offers training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity and the elimination of racism.
- The Ministry routinely solicits input from its client communities to ensure that the programs and services offered are responsive to their specific needs.
- The first value in the Ministry Service Plan states that the Ministry will conduct business based on trust, integrity, flexibility, innovation, social equity, and equality of opportunity.

Ministry of Attorney General and Minister Responsible For Treaty Negotiations

MANDATE

The Ministry of Attorney General and Minister Responsible for Treaty Negotiations has overall responsibility for the administration of justice in British Columbia, as well as for the negotiation and implementation of treaties and other agreements with First Nations. The Attorney General has a constitutional and statutory role as the government's lawyer, providing legal advice, representing the government in litigation and drafting legislation. The Attorney General is also the Minister responsible for human rights in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Attorney General works continuously to update and improve Ministry programs to ensure they are delivered equitably and in a way which reflects multicultural sensitivity. The Ministry's Executive leads in the commitment to multiculturalism, as appropriate.

Initiatives

HUMAN RIGHTS CLINIC

The Ministry funds a Human Rights Clinic which provides advocacy and legal representation to eligible individuals who require assistance with regard to a complaint under the Human Rights Code. The Human Rights Code provides protection against discrimination on the grounds of race, colour, ancestry, and place of origin as well as religion, marital status, family status, physical or mental disability, sex or sexual orientation. Funding is also provided to the Human Rights Coalition to deliver a program of education on human rights protections under the Human Rights Code. The Coalition has delivered educational sessions and workshops to a variety of ethnic and cultural groups and immigrant serving agencies as well as employers, trade unions and others. The Ministry also prepares reports on British Columbia's compliance with United Nations human rights treaties, for inclusion with Canada's reports.

PUBLIC INFORMATION AND EDUCATION

The Referendum Information Office translated an information brochure on the May 17, 2005 electoral reform referendum, into French, Punjabi and Chinese. Call centre information is available in English, Cantonese, French, Italian, Mandarin and Punjabi.

Funding is provided to the Legal Services Society, Law Courts Education Society and the Peoples' Law School for the provision of Public Legal Education and Information (PLEI). Selected PLEI pamphlets have been translated into a variety of languages, such as: Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish; provision of PLEI via the ethno-cultural media; and information tailored for First Nations.

Justice Services Branch delivers the Parenting After Separation Program, a free 3 hour program to inform parents about the effect of divorce and separation on their children, in Cantonese, Mandarin, Punjabi and Hindi in various locations in Vancouver and Surrey.

Ministry of Attorney General and Minister Responsible For Treaty Negotiations

COURT SERVICES

All Sheriff Services staff receive training in cultural sensitivity as part of their regular training program

Special native ceremonies are sometimes conducted at courthouses, including blessing ceremonies and Native Healing Circles. Court interpreters provide services in 74 languages.

TREATY NEGOTIATIONS

The Treaty Negotiations Office (TNO) manages ongoing negotiations at 45 negotiating tables. This includes final agreement negotiations at four tables including Lheidli T'enneh (AIP signed July 2003), Maa-nulth First Nations (AIP signed October 2003), Sliammon (AIP signed December 2003) and Tsawwassen (AIP signed March 2004). TNO is also conducting AIP negotiations with the Yale, Yekooche and In –SHUCK-ch First Nations. 28 Treaty Related Measures were signed over the past year. It facilitated the signing of a first of its kind Protocol Respecting the Government to Government Relationship between the First Nations Summit and the Province of British Columbia on September 17, 2003. Ongoing reconciliation initiatives are occurring under this Protocol. Funding of $6.7M was provided in fiscal 2003/04 in support of economic development and treaty-related initiatives. TNO has the ongoing lead/participation in accommodation initiatives and negotiations, as well as corporate responsibility for the consultation and accommodation framework, and ongoing implementation of existing Agreements, including:

- Nisga'a Final Agreement,
- McLeod Lake Treaty No. 8 Adhesion Agreement, and
- Agreement Between the Squamish and Lil'Wat Nations, the Vancouver 2010 Bid Corporation and the Province of British Columbia.

TNO also manages public education initiatives on treaty negotiations, including the preparation of public materials for distribution and maintenance of an informational web site.

Ministry of Children & Family Development

MANDATE

The Ministry's mission is to promote and develop the capacity of families and communities to:

- support healthy child development;
- care for and protect vulnerable children and youth; and
- support adults with development disabilities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- One of the executive's priorities this year is to focus on building capacity both within the Ministry and the Aboriginal communities to deliver a full range of culturally appropriate services to Aboriginal children and families with emphasis on early childhood and family development.
- Another priority is to promote and support community-based initiatives designed to increase family and community capability to take on more responsibility to support adults and children with development disabilities.
- Improve outcomes for children under age six and their families by promoting access to integrated early childhood development services and initiatives that are culturally appropriate and build on community strengths.

Initiatives

MULTICULTURAL OUTREACH

Last fiscal year, the Fraser Region reported a successful pilot project with a community service agency to provide multicultural outreach to various linguistic cultural groups including Chinese, Korean and Persian. Based on the success of the pilot, it is now an ongoing community service that continues to provide outreach and has expanded to include a family resource centre to Ministry clientele. The purpose is to provide integrated, culturally appropriate interventions.

LANGUAGE SKILLS

Over 300 Ministry employees from various ethnic backgrounds have volunteered their language skills and are listed on our Intranet site to assist co-workers to communicate more effectively with clients with limited English speaking skills.

Ministry of Children & Family Development

OTHER INITIATIVES

- The Vancouver/Coastal Region continues to have a service contract with Mosaic, a community agency, to provide language interpretation services for ethnic clients across all ministry service areas.
- The newly formed Aboriginal Social Work Teams in each Region are working closely with community to provide culturally appropriate services to Aboriginal children and families.
- Each region offered two intensive five-day Aboriginal Cultural Awareness Training sessions to Management, Child Protection and Adoption Workers.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Vancouver/Coastal Region has several active working groups comprised of staff and community members that are conducting research, and provide consultation and advice to address the wide range of cultural needs of the Region.
- Expanded the responsibilitiy of existing aboriginal organizations and agencies to assist in the growing involvement in responding to child welfare concerns within their own communities.
- Appointed the province's first Aboriginal Infant Development Program Advisor to assist families and funded Aboriginal Early Childhood Development programs in 37 communities.

Ministry of Community, Aboriginal and Women's Services

MANDATE

The mandate of the Ministry is to support safe and healthy communities by establishing appropriate legislative, regulatory and policy frameworks; promoting and protecting the Province's interests by funding performance-based services for communities; and delivering innovative services through e-government and third-party service providers.

Initiatives

ABORIGINAL, MULTICULTURALISM AND IMMIGRATION PROGRAMS DEPARTMENT

B.C. Anti-racism and Multiculturalism Program

The B.C. Anti-racism and Multiculturalism Program (BCAMP) funded 24 projects designed to prevent and eliminate racism by enhancing community understanding of multiculturalism and cultural diversty. Projects included:

- implementation of cross-cultural relations and anti-racism leadership training for youth in Abbotsford, Richmond, Cranbrook and Vancouver;
- coordination of a province-wide anti-racism leadership training for youth by the First Nations Education Steering Committee to create a provincial youth network to lead anti-racism initiatives;
- organization of anti-racism conferences, networks and forums in the Lower Mainland, Mission, Victoria and Vancouver Island communities focused on anti-racism service delivery, capacity building, and cultural competency training; and
- development of multiculturalism and anti-racism educational workshops, resources, and public awareness campaigns in Vanderhoof, Fort St. James and Kamloops.

www.ag.gov.bc.ca/sam/bcamp

Critical Incident Response Model

In fiscal 2004-05, a total of 12 communities were engaged in the Critical Incident Response Model (CIRM), a three-year, three-step process for communities to build capacity and to develop formal community protocols to effectively respond to racism and hate activity. The CIRM has been in place for over three years. The following communities entered the model at various steps: Dawson Creek, Duncan, Vanderhoof, Williams Lake, Burns Lake, Fernie, Merrit, Port Alberni, Vernon, Fort St. John, Masset, and Abbotsford. Past and current communities involved in the CIRM were funded for training and resource development initiatives to address sustainability and capacity building issues.

www.ag.gov.bc.ca/cirm

Ministry of Community, Aboriginal and Women's Services

Multicultural Advisory Council

The Branch continued to provide secretariat support to the 18-member Multicultural Advisory Council that advises the Minister on issues related to multiculturalism and anti-racism across the province. The Council submitted to the Minister a key document: the Strategic Framework for Action: A Strategy to Stimulate Joint Action on Multiculturalism and the Elimination of Racism in British Columbia, with a recommendation that the Minister host a public event to launch the document with community leaders. To this end, a Dialogue on Multiculturalism was held February 14, 2005, co-hosted by the Ministry. The event allowed for the launch of the Strategic Framework for Action and to bring people together from various sectors to discuss a shared responsibility towards the future of multiculturalism and eliminiating racism in British Columbia. Further, the Morris J. Wosk Center for Dialogue and the Laurier Institution hosted a web-dialogue to discuss the topic further.

A Deputy Minister's roundtable discussion with representatives of 26 stakeholder organizations was held in February 2005. The focus of the discussion was a strategy to improve the social and economic benefits of cultural diversity in the province; develop a multicultural theme for the 2010 Olympic and Paralympic Winter Games; and review multicultural service delivery. The Strategy summarizes the current role and activities of the provincial government regarding cultural diversity, proposes new directions, and outlines the role of key partnerships and collaboration. The Strategy was approved by Government and will be implemented over the next year.

Immigration Division

The Immigration Division supported multiculturalism through several projects:

- Developed a web-based resource to assist employers with the recruitment, selection, and retention of skilled immigrants into the B.C. job market.
- Supported 16 projects that identified the current opportunities related to labour market utilization of immigrants in B.C. Several of the reports from these projects have been used as planning tools by various stakeholders.
- Provided support to B.C.'s Francophone community through initiatives to increase the benefits of immigration and facilitate

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Cultural diversity continues to increase as a valuable asset to British Columbia's economy and social fabric, and the Aborginal, Multiculturalism and Imigration Programs Department took a leadership role in maximizing community-based and public sector growth potential. The Department stewarded organizational development, supported anti-racism programs, developed strategies to affect change for aboriginal communities, and enhanced private sector growth through the promotion of one of B.C.'s most marketable assets – our increasing diversity. This was achieved through partnerships with regional and aboriginal communities, ministries, Crown corporations, non-government organizations, federal and municipal governments, and the private sector.

Ministry of Community, Aboriginal and Women's Services

Initiatives cont'd.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry recognizes that there are definite social, cultural and economic benefits associated with multiculturalism. More specifically, by providing for the respect and acceptance of the cultural heritage of all British Columbians, multiculturalism promotes cross-cultural understanding, and actively builds bridges and partnerships among diverse communities and institutions. Further, it promotes the elimination of racism and discrimination, as well as the right of all citizens to fully and freely participate in the social, cultural, economic, and political life of the province. Finally, it aims to eliminate unfair barriers to greater equity of opportunity.

The Ministry of Community, Aboriginal and Women's Services remains dedicated to building strong communities that recognize and value cultural diversity and provide an improved quality of life for British Columbians, and equitable access to programs, services and opportunities for all British Columbians. This commitment is demonstrated throughout the Ministry in every aspect of program development and service delivery.

the settlement and integration of French-speaking newcomers into our society. B.C.'s Francophone community is diverse and multicultural, and includes Francophones from African, Arab, European and others countries, as well as, the long established French Canadian community. Accomplishments this fiscal year include: translation into French of B.C.'s Newcomers' Guide; ministry participation on various Francophone-related immigration committees; ongoing consultations with B.C.'s Francophone minority community; and the management of a federally funded contract with the B.C. Francophone Federation to develop information and promotional tools to help implement the Federation's Action Plan.

Provincial Nominee Program

The B.C. Provincial Nominee Program (PNP) gained worldwide attention with new applications received from citizens from 69 countries and residents from 34 countries. The PNP nominees in 2004-2005 represent 34 per cent of the world's countries.

B.C. PNP participated in marketing missions in cooperation with Citizenship and Immigration Canada and other provinces to seven countries in Asia, Europe and South America.

Inner-City Partnerships

In support of multiculturalism, the Inner-City Partnerships Branch leveraged opportunities to partner with the Chinatown business community, the City of Vancouver and community organizations by funding a number of projects in 2004. The multicultural initiatives focused on the Downtown Eastside and Chinatown areas, and are a part of the branch's mandate to address issues facing inner-cities in B.C.. The branch contributed to a variety of multicultural projects, in partnership with the City of Vancouver and the business community, including: a Bike to Chinatown project, a badminton drop-in program, Halloween in Chinatown, a youth dance, a youth talent contest and Street Fest, and the Strathcona Basketball Program. Altogether, the

Ministry of Community, Aboriginal and Women's Services

branch contributed over $11,000 towards multiculturalism programming. In support of the Vancouver Chinatown Business Improvement Area Society, the Ministry continues to partner with the City of Vancouver on a number of initiatives in Chinatown.

LOCAL GOVERNMENT DEPARTMENT

The Local Government Department provided funding to the Community to Community Forum Program, a joint venture of the Union of B.C. Municipalities and the First Nations Summit. The program provides financial and in-kind assistance to promote and support relationship-building activities between local governments and First Nations. These activities range from opportunities to discuss local initiatives and developments, to enhancing and strengthening inter-community communication, to workshops focused on outputs such as protocols for regional cooperation. In 2004-05, the program supported a province-wide technical workshop, and 29 regional events involving 44 local governments and 53 First Nations.

Through the Heritage Branch, First Nations are eligible applicants for cost-shared project funding under the Community Heritage Planning Program for "Strategic Plans," "Implementation Plans" and "Conservation and Feasibility Plans." Several provincial heritage properties are operated by First Nations under site management agreements, or may be transferred to them through the treaty negotiation process.

WOMEN'S SERVICES AND SENIORS DEPARTMENT

The Stopping the Violence Branch provided $670,772 in funding for multicultural services in: outreach programs; transition house programs, which include safe homes and second-stage housing; and counselling programs for women who have experienced abuse and children who have witnessed abuse.

The seventh and latest edition of "Information for Seniors: Your Guide to Programs and Benefits in British Columbia" was translated into French, Chinese and Punjabi.

Ministry of Education

MANDATE

The purpose of the British Columbia school system is to enable all learners to develop their individual potential and to acquire the knowledge, skills and attitudes needed to contribute to a healthy, democratic and pluralistic society and a prosperous and sustainable economy.

Initiatives

TEMPLATE DEVELOPMENT PACKAGE

The Languages 5 to 12 Template Development Package is provided by the Ministry to assist school districts and communities in developing second-language programs. The template has now been used to develop nine second language offerings; two of these address Arabic and Italian languages and the other seven address Aboriginal languages: Heiltsuk, Secwepemctsin, Okanagan, Sm'algyax, Sm'algaxxhl Nisga'a, Upper St'at'imcets and Shashishalhem.

B.C. FIRST NATIONS STUDIES STUDENT TEXTBOOK AND TEACHER GUIDE

The Ministry developed a B.C. First Nations Studies Student Textbook and Teacher Guide, creating comprehensive student and teacher resources that support the British Columbia First Nations Studies 12 curriculum. This resource covers the majority of the prescribed learning outcomes and allows for the integration of local content. It tells the history of the B.C. First Nations and Métis people with objectivity from an Aboriginal perspective and in their own voices.

B.C. FIRST NATIONS STUDIES 12 DIGITAL VIDEO PROJECT

The Ministry produced a teacher resource entitled B.C. First Nations Studies 12 Digital Video Project. This resource was created to support and encourage teachers and students to focus on the richness and diversity of Aboriginal cultures, communities and languages through the medium of digital video, within the structure of the B.C. First Nations Studies 12 curriculum. More information is available at:

www.bced.gov.bc.ca/branches/pser/aboutbcfns.pdf

B.C. SAFE SCHOOLS STRATEGY

In June 2003 an MLA task force on school safety, formed to examine school safety, submitted a report Facing Our Fears – Accepting Responsibility.

Three recommendations outlined in the report called for action by the Ministry of Education and led to the development of the B.C. Safe Schools Strategy:

www.safeschoolstaskforce.bc.ca

SAFE, CARING AND ORDERLY SCHOOLS

A Guide (2004) describes the vision for schools toward which school boards, schools and school communities across British Columbia must continually strive. This publication has been distributed to all schools in the province.

Ministry of Education

The Guide provides provincial standards for codes of conduct, and identifies attributes of safe, caring and orderly schools. It also outlines strategies for informing appropriate members of the school community of safety concerns in a timely manner.

www.bced.gov.bc.ca/sco

DIVERSITY IN B.C. SCHOOLS

Diversity in B.C. Schools, A Framework (originally developed 2001, revised 2004): Designed to assist school boards and schools in their ongoing efforts to create and maintain learning and working environments that are responsive to the diverse social and cultural needs of the communities they serve, has been revised and distributed to schools in April 2004 as a companion to Safe Caring and Orderly Schools: A Guide. The diversity home page on the Ministry's web site has also been updated.

www.bced.gov.bc.cca/diversity

CALL IT SAFE

The popular publication Call it Safe: A parent guide for dealing with bullying in elementary schools, and Call it Safe: A parent guide for dealing with harassment and intimidation in secondary schools (2003) are accessible via the Internet in several languages including Chinese Simplified, Chinese Traditional, English, French, Korean, and Punjabi.

www.bced.gov.bc.cca/sco

READY, SET, LEARN

Recognizing that families need positive connections with the school system and community agencies that provide early childhood development resources, support and services, the Ministry of Education, the Ministry of Children and Family Development, and the Ministry of Health Services co-sponsored a series of Ready, Set, Learn (RSL) events in local schools throughout the province.

Families and their three-year-old children who attended received: an age-appropriate book for the child, a parent/family kit with a booklet of helpful tips for supporting their preschooler's learning and development, additional support and referral information from participating early childhood development service providers for parents who are concerned about potential health and, development issues, and additional information the school district or school included about their local programs or services.

RSL materials were made available in several languages including; Chinese, French, Hindi, Korean, Punjabi,

COMMITMENT TO MULTICULTURALISM

The Ministry's goals, as described in its 2004-2005 Service Plan are:

- Improved student achievement – to provide all students with opportunities for improvement, regardless of their ethnicity, gender, geographic location, physical characteristics or socio-economic status, and to recognize all achievements; and
- A high quality performance-oriented education system – the focus of the entire system is on a data driven, results-based, and flexible approach to improving student achievement. The best way to ensure student success – during the K-12 school years and in preparation for post-secondary endeavors – is to offer students choices that fit their needs and interests. Such a system will result in access to quality education for all students, learning choices for parents and students, and will be measured by the level of satisfaction reported by students and parents.

Ministry of Education

Initiatives cont'd.

Spanish, Tagalog (Filipino), and Vietnamese.

www.bced.gov.Bc.ca/literacy/rsl

FUNDING FOR ENGLISH AS A SECOND LANGUAGE

In 2004/05, $60,449,400 was provided, as supplemental funding to school boards to provide programs and services for 54,954 student FTEs who required support in their acquisition of English as a second language.

FUNDING FOR ABORIGINAL EDUCATION PROGRAMS

$46,450,725 was provided as supplemental funding to school boards for 48,895 aboriginal student FTEs enrolled in aboriginal education programs. The funds are used to support aboriginal language and culture programs, Aboriginal support service programs, and other localized Aboriginal education programs.

ACCOUNTABILITY

Nearly 10% of the British Columbia public school population are English as a Second Language (ESL) students. These students come from diverse backgrounds. Most are recent immigrants to British Columbia, whilesome are Canadian-born, but enter school having had varying degrees of exposure to the language and cultural norms of the majority of English-speaking Canadians. In 2003-2004 the B.C. Certificate of Graduation (Dogwood) completion rate for ESL students in public schools was higher than for their non-ESL peers. This completion rate for ESL students continues a trend that began in 1997-1998.

During 2004-2005 the Ministry continued to focus on establishing Aboriginal Enhancement Agreements that support strong, cooperative relationships between aboriginal communities and school districts. These agreements highlight the importance of academic performance and stress the integral nature of Aboriginal culture and language to aboriginal student development and success. As of May 2005, fourteen Aboriginal Enhancement Agreements have been signed. Fourteen additional agreements have been drafted and it is expected that five of these will be signed by the end of June 2005. Enhancement Agreements in the remainder of the Province's school districts are at various stages of development. The Ministry's goal is to have Enhancement Agreements in progress in all sixty school districts by 2005.

The 2004-2005 report, How Are We Doing indicates that Aboriginal students are steadily improving their academic performance, although there is more work to be done.

www bced.gov.bc.ca/abed

Ministry of Education

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Diversity in B.C. Schools. A Framework
www.bced.gov.bc.ca/diversity/diversity_framework.pdf

English as a Second Language Policy (1999)
www.bced.gov.bc.ca/esl

English as a Second Language Standards (2001)
www.bced.gov.bc.ca/esl/standards.pdf

B.C. Performance Standards for Social Responsibility (2001)
www.bced.gov.bc.ca/perf_stands

Safe, Caring and Orderly Schools: A Guide (2004)
www.bced.gov.bc.ca/sco

Call it Safe: A parent guide for dealing with bullying in elementary schools (2003) is available in Chinese Simplified, Chinese Traditional, English, French, Korean, and Punjabi
www.bced.gov.bc.ca/sco

Call it Safe: A parent guide for dealing with harassment and intimidation in secondary schools (2003) is available in Chinese Simplified, Chinese Traditional, English, French, Korean, and Punjabi
www.bced.gov.bc.ca/sco

Funding: English as a Second Language
www.bced.gov.bc.ca/policy/policies/funding_esl.htm

Funding: Aboriginal Education
www.bced.gov.bc.ca/policy/policies/funding_abed.htm

Accountability mechanisms: Accountability Contracts, Annual School Plans, Foundation Skills Assessment Results, Satisfaction Surveys
www.gov.bc.ca/bced

Aboriginal Education Enhancements Branch
www.bced.gov.bc.ca/abed

Aboriginal Education Enhancement Agreements
www.bced.gov.bc.ca/abed/agreements

Language Education Policy: designed to be an integral part of the Kindergarten to Grade 12 Education Plan and to recognize the official languages of Canada and the growing number of other languages spoken by British Columbians
www.bced.gov.bc.ca/policy/policies/language_educ.htm

Initiatives Department, Diversity, Equity and School Health Unit – Safe, Caring and Orderly Schools
www.bced.gov.bc.ca/sco

Ministry of Energy & Mines

Initiatives

MANDATE

The Ministry of Energy and Mines facilitates investment in the responsible development of British Columbia's energy and mineral resources to benefit British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry Executive support the government-wide multiculturalism policy which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. Employment policies support a work environment free of discrimination where employees and clients are treated with respect and dignity.

FIRST NATIONS AND ABORIGINAL PEOPLE

- Provided funding for educational programs administered by the B.C./Yukon Chamber of Mines and the Mining Association of British Columbia to deliver mining education to Aboriginal communities.
- Provided funding for 25 First Nation representatives from 14 First Nations groups throughout the Province to attend the Mineral Exploration Roundup 2005 Conference in Vancouver.
- Conducted a First Nations and Mining Workshop to engage First Nations, industry and government representatives in discussions on mineral exploration and development issues.
- Coordinated the production of the B.C. Mining Plan, which includes as its first cornerstone "Focusing on Communities and First Nations".
- Conducted a number of coalbed gas information and business sessions for First Nations.
- Provided economic resources to encourage development of partnerships between First Nations and the Oil and Gas Sector.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Aboriginal Relations Branch works to enhance Aboriginal participation in the oil and gas and mining industries by undertaking economic development initiatives and providing First Nations access to training and education programs, industry forums and increasing capacity for participating in land use decisions.

Public consultation forums conducted periodically to provide input into ministry policies, programs and decisions are designed to welcome and encourage the participation of all interested citizens.

The Electricity and Alternative Energy Division is active in assisting First Nation communities that are not connected to an established power grid to explore alternatives to their energy needs. The work here extends from broad "remote community" energy policy to assisting individual communities to develop community energy plans, incorporating both alternative energy and energy efficiency opportunities.

Ministry of Finance

Initiatives

HUMAN RESOURCE MANAGEMENT PLANNING

One of the goals contained within the Ministry Human Resource Management Plan is to be a leader in innovative business and people practices.

Strategies to help the Ministry focus on people practices are designed to create a performance focused workplace and to promote a learning and innovative organization.

RECRUITMENT AND SELECTION

The Ministry utilizes competencies and the process of merit in our hiring practices. Recognition of diversity and multiculturalism is a strategic priority in the recruitment and selection of employees within the Ministry.

TRAINING AND DEVELOPMENT

Employees are encouraged to participate in multiculturalism activities, events, training and development opportunities, wherever possible.

A graduate development program has been implemented this year to encourage the training and development of youth.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Ministry of Finance is committed to diversity, including multiculturalism, and abides by policies and standards of conduct that support a respectful workplace for employees. The Ministry also encourages and promotes equal opportunity in hiring and promotional practices and partnerships with local community stakeholders.
- The Ministry ensures that policies and legislation are consistent with the principles and objectives of multiculturalism and strives to improve ministry programs and services to ensure they are sensitive to the multicultural reality of the province.
- The Ministry considers the intent and spirit of multiculturalism in the development and implementation of communication activities, including publications, advertising and media relations.

Ministry of Finance

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Valuing diversity and differences of opinion is critical in the Ministry's intent to build a strong and capable organization.
- The Ministry strives to be an employer of choice and attract people from all segments of society to ensure it has commensurate talents to meet its goals.
- The values of the Ministry include innovation by exploring new partnerships and ideas about how we do our business and to make strategic investments in people who are from all cultures.
- The Ministry is committed to a work environment which is free of discrimination.
- The Ministry promotes and participates in multiculturalism related activities.

MANDATE

The Ministry of Finance plays a key role in establishing, implementing and reviewing government's economic, fiscal and taxation policies. The Ministry provides a variety of functions and activities including banking, accounting, financial and economic reporting, risk and debt management, capital project oversight, regulating the financial and real estate sectors, and serving as the registrar of corporate entities, personal property and manufactured homes. Through the Public Sector Employers' Council, chaired by the Minister of Finance, the Ministry also helps to coordinate labour relations policies and practices across the public sector.

The Ministry's clients include Treasury Board, Cabinet, Government Caucus Committees, ministries, agencies, boards, commissions, Crown corporations, businesses, investors and financial-sector agencies. Through its support of the government's New Era commitments, the Ministry also broadly serves the people of British Columbia.

In its role as manager of government's fiscal and economic policy, the Ministry of Finance assists government in providing multicultural programs and services to British Columbians. The Ministry does not provide such programs directly, but rather supports them through the budget process.

Ministry of Forests

Initiatives

After completing three years of workforce downsizing, the Ministry of Forests' Executive and senior management team is committed to revitalising the Forest Service. In Fall 2004, it launched a revitalisation program called the Road Ahead. The program focuses on five key elements: stewardship; leadership; learning organization; workplace wellness; and workforce planning. The Ministry recognizes that one of the key strategies to reaching our goal –having the right people, with the right skills, at the right place at the right time– will be to work with multicultural communities. The Ministry is currently exploring opportunities to work with Aboriginal and other communities to attract employees for current and future work opportunities.

The Ministry also continues to work with First Nations in order to find ways to increase their participation in the forest sector.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Ministry continuously reviews and evaluates policies, programs and services to ensure they are fair and equitable and to ensure they do not impose barriers.

MANDATE

Since its establishment in 1912, the Ministry of Forests (MOF) has been mandated to protect and manage the public's forest and range resources. As steward of these resources, the Ministry has the responsibility to ensure that their use to generate economic benefits is balanced with their long-term viability. In support of this, the Ministry delivers programs and services through seven core business areas: Forest Protection; Stewardship of Forest Resources; Compliance and Enforcement; Timber Pricing and Selling; B.C. Timber Sales; Executive and Support Services; and Forest Investment.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Forests is committed to creating a work environment that reflects, respects and values the diversity of British Columbia; provides a workplace that is free of racism, harassment and discrimination; and ensures that there is equal opportunity for full participation and access to all services within the communities it serves.

Ministry of Health Services

MANDATE

To guide and enhance the province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health. The Ministry provides leadership, direction and funding to health authorities, health care providers and other partners for health service delivery, and evaluates health system performance. The Ministry is also responsible for B.C.'s PharmaCare program, Medical Services Plan, Vital Statistics Agency and Ambulance Service.

Initiatives

TRANSLATING KEY INFORMATION

As part of its commitment to quality service, the Ministry recognizes the importance of equal access to information, services and programs and is committed to translating key information into widely spoken languages to support British Columbians' efforts to stay healthy:

- B.C. NurseLine provides toll-free health information and advice from a registered nurse, 24 hours every day, with translation services in over 130 languages plus services for people who are deaf or hearing impaired. Pharmacists are also available to answer medication related calls from 5 p.m. to 9 a.m. daily.
- Dial-A-Dietitian is a free nutrition information line staffed by dieticians, available in English, Cantonese, Mandarin and Punjabi.
- B.C. HealthGuide Handbook which offers advice and information on more than 190 common health concerns, as well as tips on preventing illness, is now available in English and French. The handbook will be translated and available for B.C.'s Chinese and Punjabi-speaking communities.
- B.C. First Nations Health Handbook, a collaboration of the Ministry of Health Services and First Nations Chiefs' Health Committee, has been produced as a companion to the B.C. HealthGuide Handbook. The handbook provides information on unique health services for First Nations, as well as advice for health professionals serving First Nations' individuals and communities.
- B.C. HealthFiles, a series of fact sheets on public health and safety, are available in French, Spanish, Vietnamese, Punjabi and Chinese.

Ministry of Health Services

- B.C.'s Vital Statistics Agency is committed to making its services and programs available to all British Columbians. The agency has produced a series of guides in Punjabi, Chinese and Vietnamese. These include: A Guide to Registering Your Child's Birth; A Guide to the Marriage Licence and Registration Form; and A Guide to Applying for Birth, Death and Marriage Certificates.
- The Return to Nursing Fund provides up to $3,500 each to non-practicing or internationally educated nurses for courses to re-enter the nursing workforce in B.C. This includes funding for English language courses.
- A Nurse Education Bursary Program has been established to assist former nurses and foreign-trained nurses who need refresher courses or educational upgrading.
- Aboriginal Nursing Strategies are being developed to recruit, retain and support Aboriginal nursing in B.C.
- The Fair PharmaCare Plan brochure is available in English, French, Chinese and Punjabi.
- Amendments were made to bylaws under the Health Professionals Act which allow internationally qualified and competent dental hygienists to practice their profession in B.C.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Health Services is committed to building a sustainable, patient-centred, public health care system focused on the diverse needs of British Columbians. The Ministry is also dedicated to creating an organization and health system that reflect and respect the diversity of the communities it serves. Our values support this vision and define our organizational behaviour:

- Citizen and patient focus which respects the needs and diversity of all British Columbians.
- Equity of access and in the quality of services delivered by government.
- Access for all to quality health services.
- Effectiveness of delivery and treatment leading to appropriate outcomes.
- Efficiency, providing quality, effective, evidence-based services in a cost effective way.
- Appropriateness, providing the right service at the right time in the right place.
- Safety in the delivery of health services to minimize risks to the health and safety of British Columbians.

Ministry of Health Services

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Providing equitable health services to British Columbians is a priority for the government. The Ministry of Health Services works with six health authorities to deliver a full range of health services. Over the past four years, the Ministry and its partners have been redesigning the health system to ensure it meets the diverse needs of British Columbians and remains sustainable over the long term. Health authorities have been given the scope of responsibility to develop a range of programs and services to address the needs of diverse populations and regions. To guide these efforts, the Ministry has focused on three goals: to keep people healthy; deliver quality care; and ensure the system is sustainable for today's and future generations. The following programs support these key objectives and the delivery of health services in a culturally sensitive and appropriate way to B.C.'s diverse communities.

- The Population Health and Wellness Division works to ensure the health system respects the needs of B.C.'s specific populations, to improve health and wellness, and to reduce inequities in health. One example is improving the health status of Aboriginal Peoples.
- The Aboriginal Health Branch applies an Aboriginal lens to health legislation, policy and program development. They also support health authorities in planning and delivering culturally responsive services and targeted actions to improve the health status of the Aboriginal population.
- The Nursing Directorate's vision respects diversity: "Nursing is a key health profession that mirrors the diverse population in B.C. and provides leadership in creating positive changes in health policy and delivery systems."
- Under a new component of the B.C. Provincial Nominee Program (B.C. PNP), foreign doctors practicing medicine on temporary work permits in British Columbia are assisted in gaining permanent resident status. Since the B.C. PNP was introduced in 2001, 841 highly skilled applicants and their dependents have been approved as provincial nominees. The program has nominated 232 registered nurses and their dependents to help address the critical shortages that existed in this profession.
- Each health authority prepares Aboriginal health plans to better serve the Aboriginal population.
- The Ministry considers the intent and spirit of multiculturalism in the development and implementation of communication activities, including publications, advertising and media relations.
- The Health and Human Services Library offers a wide range of books and videos on diversity and culturally responsive service delivery.

Ministry of Human Resources

Initiatives

EMPLOYMENT FOR ABORIGINAL YOUTH

MHR and CAWS jointly fund a contract with the B.C. Construction Association for the Skilled Trades Employment Project (STEP). The mandate of this pilot project is to develop and support effective employment pathways connecting aboriginal youth and adults with construction employers. It is being done in partnership with the Cowichan Tribes.

ONLINE ORIENTATION IN 12 LANGUAGES

The Ministry's online web orientation for new applicants is available in 12 different languages and for non-literate clients, English and translated versions are available in audio.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Ministry continues to provide new employees with information regarding diversity issues and discrimination prevention. An online reference tool containing information on other cultures and countries is accessible to all ministry staff to assist in continuous learning.

Keeping with the 2003-2004 focus, MHR has continued with the previous initiatives, they are as follows:

- The Ministry is committed to translating key information into a number of different languages for those clients applying for income assistance. Languages include: Chinese, French, Hindi, Persian, Polish, Punjabi, Russian, Spanish, Tagalog and Vietnamese.
- The English as a Second Language Training for Jobs Program is specifically tailored to clients for whom English is a second language. The program provides clients with practical language and job skills and the workplace experience they need to obtain sustainable employment.
- A component of the "Ministry's Bridging Employment Program" has been development to assist women who, in addition to having suffered from violence and/or abuse, face additional barriers to employment due to language or culture (e.g. Aboriginal clients or immigrants). The component called "Special Bridging" helps these women move toward self-sufficiency through sustainable employment.
- A "Strategies for New Canadian" pilot program is under way in Burnaby and Port Coquitlam to address the needs of immigrant clients and help local businesses understand the needs of these clients.

MANDATE

The mission of the Ministry of Human Resources is to provide services that move people toward sustainable employment and assist individuals and families in need.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry established a goal for a diverse workforce that provides equal opportunity and is representative of the B.C. population. The Ministry continues to support staff activities which promote awareness of diversity and multiculturalism and provide services that are culturally responsive.

Ministry of Management Services

MANDATE

The Ministry of Management Services provides a broad range of services to the public through Service B.C., to other ministries and to the broader public sector through Solutions B.C.. The Ministry champions the transformation of government service delivery to respond to the everyday needs of citizens, businesses and the public sector. This report also includes information from the B.C. Public Service Agency, which provides human resource services to ministries and other government organizations.

Initiatives

TRAINING AND EDUCATION

- Employees are encouraged to build on their understanding and appreciation of cultural diversity and the elimination of racism through the delivery of training workshops and sponsored events (e.g. heritage day events).
- Language training is available to enhance employees' competence and ability to serve clients/customers.

COMMUNITY OUTREACH

- In-house language/translation resources are available to assist in serving members of the public. Sixteen languages including French, Cantonese, Mandarin, Punjabi, Russian and Spanish are available to members of the public through face-to-face contact or over the telephone.
- Developed resource tools and participated in community based committees and information sharing events.
- Provided statistical reporting on diversity demographics to all government ministries.
- Supported outreach efforts through participation at career days as requested by ministries.

RECRUITMENT AND SELECTION

- Restricted competitions to equity groups to ensure the public service reflects the population it serves. Qualified applicants were appointed through a merit-based process.
- Utilized competency-based hiring methods free from systemic bias to attract a more multicultural diverse workforce better able to serve the population of the province.

Ministry of Management Services

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Ministry of Management Services' commitment to diversity, including multiculturalism, is reflected in policies that support a respectful workplace for employees, fairness, and equal opportunity in hiring and promotional practices, and partnerships with local community stakeholders.
- The Ministry ensures that policies and legislation are consistent with the principles and objectives of multiculturalism and continually strive to modify and improve ministry programs and services that are sensitive to the multicultural landscape of the province.
- The Ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities.
- A recruitment and selection policy that supports hiring based on the principle of merit which included the following principle: diversity is valued and respected, to ensure the public service reflects the population it serves.
- The Discrimination Prevention Workshop supports the public service in developing and maintaining a work environment in which all employees are treated with respect and dignity, free from discrimination and harassment.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry is dedicated to developing a results-based, customer-focused service culture and those values are integrated into the Ministry's service plan.
- The Ministry incorporates diversity goals and initiatives to ensure our organization reflects the many communities we serve.
- The values of the Ministry include treating all individuals with fairness, dignity and respect.
- The Ministry is committed to a work environment free from discrimination.
- The Ministry Executive encourages employees to participate in Multiculturalism Week and other related activities.
- The Human Resource Plan (i.e., People Strategy) promotes an effective people strategy that supports the Ministry in developing a diverse workforce able to meet strategic and operational objectives.

Ministry of Provincial Revenue

MANDATE

The Ministry of Provincial Revenue was established in June 2001 to provide fair, efficient and equitable revenue and debt collection that supports public services to meet the needs of British Columbians.

Initiatives

The bulk of the Ministry's recruitment activity took place in the lower mainland in 2003-2004 for auditors. Well over 50% of the new hires were from visible minorities. The Ministry remains committed to following government hiring practices based on principles of fairness and merit.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Training and Education

All employees of the Ministry are required to take discrimination and harassment prevention training. Last year, 15 employees attended corporate Learning Services training sessions. In Fall 2004, about 120 employees attended 8 Ministry-sponsored discrimination prevention training courses; 4 in Victoria and 4 in Vancouver. Discrimination and harassment prevention content is also included in the 6-month training program for new auditors. Also, Ministry in-house trainers will upgrade their own training and conduc sessions in the coming year for new trainees.

Community Outreach

- The Ministry's Customer Relationship Management Strategy acknowledges the wide cultural diversity of the Province. The Ministry offers service to its clients in 35 languages provided by close to 50 Provincial Revenue employees, some of whom are fluent, in both speaking and in writing, in as many as three different languages.
- The Ministry has recently established a Taxpayer Fairness and Service Code which is based on the principle of providing fair

Ministry of Provincial Revenue

KEY POLICIES AND STRUCTURES CONT'D.

and equitable service that meet the needs of all Ministry clients. It has been communicated to both employees and Ministry clients.

- Lists of employees who are available to provide service in languages other than English are posted on the Ministry's Employee Intranet. These lists are used regularly by MPR employees in branches who serve the public when the need for service in languages other than English arises.
- Ethnic language service is available to customers in communities outside of the major centres by employees with ethnic language skills in Surrey, Vancouver or Victoria, using either telephone or e-mail.
- While no statistics are kept on the cultural diversity of the Ministry, the number of different languages spoken by MPR employees is indicative of the cultural diversity of the Ministry workforce.
- Areas of the Ministry, where few employees are fluent in languages other than English, have established a cooperative relationship with the MOSAIC multicultural organization which provides volunteer translation services to MPR customers on request.
- The Ministry recently conducted an employee survey in which 75% of employees agreed that their work unit is free from discrimination and harassment and a further 14% were neutral, leaving an 11% disagreement rate. 64% indicated that their workplace values diversity and 25% were neutral, with 11% disagreeing. Both these scores were 10% higher than the government-wide score for the same survey.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Executive is committed to providing service to the public in as many languages as possible in addition to English and has fostered rich cultural diversity in the make-up of the Ministry workforce to achieve this commitment.
- The Ministry is committed to ensuring that employees have information related to multiculturalism, employment equity, human rights and diversity. In the coming year, the Ministry will be conducting quarterly orientation sessions for new employees and will include information on multiculturalism and diversity. Some branches currently include a range of multicultural information in their employee orientation packages.
- The Ministry's employee Intranet includes links to the B.C. Government's on-line Employee Orientation Manual, including information on employment equity and human rights. There is also a link to the Merit Commissioner through the B.C. Public Service Agency web site.

Ministry of Public Safety and Solicitor General

MANDATE

The portfolio of the Ministry of Public Safety and Solicitor General includes law enforcement, corrections, crime prevention, victim services, liquor and gaming regulation, liquor distribution, consumer protection, and emergency response and recovery.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Public Safety and Solicitor General works continuously to improve Ministry programs to ensure that they are delivered equitably and in a way which reflects multicultural sensitivity. The Ministry's Executive leads in this commitment. Branch Heads ensure that legislation, policies and programs are consistent with the principles and objectives of the Multiculturalism Act.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Executive Committee, chaired by the Deputy Solicitor General, is responsible for management of the Ministry, including multiculturalism issues. Branch managers coordinate multiculturalism initiatives.

Initiatives

POLICE AND VISIBLE MINORITIES

The Provincial Committee on Diversity and Policing continues its work to enhance understanding and communication between police and visible minorities. The committee advises police departments and other partners in law enforcement on effective strategies and programs to recruit visible minorities.

VICTIMLINK SERVICES IN 140 LANGUAGES

VictimLINK provides a toll-free 24-hour help and information line for victims / survivors of crime and immediate crisis support for victims of family or sexual violence. Services are provided in 140 languages.

VICTIM SERVICES WORKERS TRAIN FOR DIVERSITY

Core training for victim service workers includes a module on "Integrating Diversity and Difference into Victim Service Work". A further training initiative included piloting a training module, "Dealing with Death and Dying", which includes components on cultural and faith based rituals and practices.

OTHER INITIATIVES

- Ministry co-hosted the Roundtable on Trafficking in Persons with the federal government. This included exploring the issues and needs of Aboriginal, immigrant and refugee communities.
- Ministry continues to work with First Nations to determine how they can play a more effective governance role in policing.
- Eligible community organizations can use gaming funds, from either licensed gaming or gaming grants, to provide programs and services which significantly benefit local communities.

Ministry of Public Safety and Solicitor General

Programs that support and promote multiculturalism are considered an eligible use of gaming funds.

- Commercial Vehicle Safety and Enforcement has modified its uniform guidelines to include turbans, following the recent hiring of the first inspector of the orthodox Sikh faith.
- Residential Tenancy Office conducted four speaking engagements with the Chinese Community Enrichment Services Society in 2004/05.
- Developed a strategy to address the unique needs of Aboriginal victims of crime and partnered with Vancouver health and police authorities in the implementation of a pilot program for Aboriginal women who are victims of family or sexual violence.
- Publications addressing violence against women are available in various languages. New and revised publications are translated into B.C.'s most frequently spoken languages.
- Resources respecting gaming, such as videos and brochures as well as prevention and awareness initiatives, have been designed to target Aboriginal and multicultural communities. A toll-free Help Line offers various language specific services as well as translations. Counselling services are available to serve a culturally diverse population.
- Funded more than 8 community projects, 12 projects under the Safe Streets and Safe Schools Fund and 11 projects under the Community Accountability Program, all of which were focused on meeting the needs of Aboriginal or visible minority communities.

Ministry of Small Business & Economic Development

MANDATE

The Ministry of Small Business and Economic Development is the primary provincial agency responsible for initiatives and programs dedicated to creating a strong provincial economy in British Columbia. Activities within the Ministry are focused on building a competitive business environment that gives the private sector the confidence to invest, generate opportunities and create jobs throughout British Columbia.

The B.C. Secretariat is the provincial agency responsible for overseeing British Columbia's Olympic and Paralympic financial commitments and ensuring British Columbia's Olympic vision is achieved.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Ministry strives to promote B.C. as a destination of choice for new investment and business by marketing B.C. to entrepreneurial immigrants and promoting and supporting incoming and outgoing trade and investment missions.

Initiatives

TRADE AND INVESTMENT DELEGATIONS

A key part of the Ministry's mandate is to host incoming international trade and investment delegations and to plan outgoing trade and investment missions. As part of these initiatives, the Ministry works with all multicultural groups in B.C. to ensure that incoming delegations recognize that one of our greatest competitive advantages is the cosmopolitan nature of our province. Outgoing trade and investment missions also highlight the cultural diversity of B.C. and the economic opportunities that diversity generates.

OTHER INITIATIVES

- The Ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising and media relations.
- B.C. Secretariat staff maintain regular contact with the Settlement and Multiculturalism Branch of the Ministry of Community, Aboriginal and Women's Services. This has included discussing development of a multicultural theme around the 2010 Games (part of a Cultural Diversity Strategy), and meeting with the Minister's Multicultural Advisory Council.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry Executive supports government-wide multiculturalism policy which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of B.C.

Employment policies support a work environment free of discrimination where employees and clients are treated with respect and dignity. The Ministry continues to support staff activities that promote awareness of diversity and multiculturalism.

The B.C. Secretariat is responsible for providing coordination and oversight within the provincial government to ensure the Province meets its service commitments, including those made in the Inclusive Commitment Statement.

The B.C. Secretariat also ensures the Vancouver Organizing Committee (VANOC) meets their financial infrastructure and service commitments, including those under the Multiparty Agreement. This includes specific reference to VANOC ensuring that "any cultural program or events associated with the Games will reflect the cultural diversity of Canada, B.C., the city of Vancouver and the resort municipality of Whistler".

Ministry of Sustainable Resource Management Development

Initiatives

TRAINING AND DEVELOPMENT

Ministry employees have participated in various related training courses or workshops, including: Building Workplace Trust, Team Effectiveness, Listening, Hearing and Responding, Discrimination Prevention and various leadership workshops.

FIRST NATIONS

- Six master regional-agreements affecting 34 First Nations were concluded as part of the implementation of the Central and North Coast LRMP's and a number of landscape level plans and sector strategies. To date, these plans have resulted in the identification of 78 new First Nation business opportunities with $3 million in funding leveraged from other sources.
- Partnering with Canadian Business for Social Responsibility (CBSR) and a number of other governmental, industry and First Nations partners, the Ministry contributed to Building Sustainable Relationships: Aboriginal Engagement and Sustainability, an initiative aimed at building partnerships with First Nations for sustainable resource management. This project involved the development of a best practices guidebook and a conference that was held in February 2005.

MANDATE

The mandate of the Ministry of Sustainable Resource Management is to provide leadership through policies, planning and resource information to support sustainable economic development of the province's land, water and resources.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Sustainable Resource Management operates in the spirit of multiculturalism. The ADM, Corporate Services Division, is the executive sponsor for multiculturalism and reports to the Executive Committee on equity and diversity issues and accomplishments.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Each division in the Ministry is responsible for supporting multiculturalism and related initiatives. The goals and objectives of the Multiculturalism Act are considered in the development of ministry policy, legislation, regulations and intergovernmental activities. Diversity, integrity, and respect were listed as ministry values in the 2004/05 Ministry Service Plan and these value statements shape and guide the development of ministry strategies, decision-making, and the daily work of each staff member.

Ministry of Transportation

Initiatives

MANDATE

Our transportation network of highways, bridges, regional airports, ferries, buses and rail transit are vital assets for all British Columbians. They help people reach their destinations and assist in moving goods to market, serving private citizens, industry and business throughout our province.

In building and maintaining our highway system and by coordinating our provincial transportation network, the Ministry of Transportation and its partners promote economic development. The Ministry is committed to ensuring sound environmental practices and building positive relations with all citizens of British Columbia's communities.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Ministry strives to promote B.C. as a destination of choice for new investment and business by marketing B.C. to entrepreneurial immigrants and promoting and supporting incoming and outgoing trade and investment missions.

The Ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising and media relations.

Our objectives are to foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry, and place of origin, to support the individual and collective needs of our diverse workforce and customers. We continually invite community input and participation on ministry business and projects.

The Ministry consults with the public at both the provincial and community level through various forums, including local news media and public meetings.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- During the fiscal year 2004/05, the Ministry of Transportation continued to provide services and programs in a manner that was sensitive and responsive to the multicultural reality of British Columbia.
- The Ministry continues to recognize the cultural diversity of the province and supports and promotes cross-cultural understanding. It remains committed to effective communication strategies that foster understanding and cooperation with customers and staff, and is inclusive of all cultures in our society.

Ministry of Water, Land and Air Protection

Initiatives

WORKING WITH FIRST NATIONS

- The Ministry of Water, Land and Air Protection engages with First Nations across the province as it works toward developing new models of shared stewardship of natural resources and activities that conserve ecosystems, species and habitats in B.C.
- The Ministry currently has 14 collaborative management agreements with First Nations for parks and protected areas in British Columbia. The Ministry is actively engaged with numerous First Nations across the province on the development of new agreements which will increase First Nations' role in managing and planning protected areas. A highlight this year was the signing of an agreement with the Ktunaxa Kinbasket Tribal Council to collaboratively manage all parks in the Kootenay region. The Ministry has also been developing a new model for including First Nations in decisions regarding fish and wildlife resource resource managment. A number of regional pilots are being initiated across the province, including Vancouver Island, the Omenica, Kootenays and the Lower Mainland.
- The Ministry sent correspondence to First Nations bands across the province, inviting First Nations to participate in the Ministry's Conservation Corp. initiative, its Seasonal Conservation Officer program, and the Park Ranger service.

TRANSLATING EXAMS

To assist agricultural producers for whom English is a second language, the Ministry has translated its exams on safe pesticide use into Punjabi, Mandarin, Chinese and Vietnamese.

MANDATE

The Ministry mandate is to protect and enhance British Columbia's water, land and air in a way that contributes to healthy communities, a sustainable environment, recreational opportunities and the economic well-being of the province.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Provided with executive summaries and reports of demographic information, each division in the Ministry is responsible for supporting multiculturalism and related initiatives. The goals and objectives of the Multiculturalism Act are considered in the development of ministry policy, legislation, regulations and intergovernmental activities.

Ministry employees have participated in various related training courses or workshops, including: Building Workplace Trust, Team Effectiveness, Listening, Hearing and Responding, Discrimination Prevention and various leadership workshops.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry operates in the spirit of multiculturalism. The ADM, Corporate Services Division, is the executive sponsor for multiculturalism and reports to the Executive Committee on equity and diversity issues and accomplishments.

crown corporations >>

British Columbia Arts Council

Initiatives

- In the management of Council's activities and programs, culturally diverse communities and individuals are engaged as applicants, adjudicators, advisors and peers. Frequent contact is made with other agencies such as Multiculturalism B.C., City of Vancouver (Office of Cultural Affairs), Department of Canadian Heritage and the Canada Council for the Arts (Equity office). In addition, a partnership with the First Peoples Cultural Foundation facilitates the Aboriginal Arts Development Assistance Awards program which assists First Nations artists and organizations with their professional art making.
- In 2004/05 support was awarded to artists and organizations including: Anusha Fernando (South Asian Dance); Rosario Ancer (Flamenco); Wen Wei Dance; Powell Street Festival; Uzume Taiko; Vancouver Chinese Instrumental Music Society; Neworld Theatre; Pangaea Arts Society; and Rice Paper Magazine (published by the Asian Canadian Writers' Workshop).

MANDATE

The British Columbia Arts Council supports the arts and cultural community to enable it to achieve its creative, social and economic potential by providing financial assistance, policy, research, advocacy and public education.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Excerpt from Strategic Context - fundamental beliefs (Service Plan 2004/05-2006/07):

"The belief in diversity of artistic practice in all art forms."

Excerpt from Goals (Service Plan 2004/05-2006/07):

"Goal 4. Increasing diversity in cultural traditions is recognized and supported and new art forms are encouraged".

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Excerpt from Goal 4 (Service Plan 2004/05-2006/07):

Goal 4 - Objectives: 1) Diverse cultural traditions and artistic practises are available to the public; 2) Artistic excellence in all cultural traditions is recognized.

Goal 4 - Strategies: a) Ensure that funding, program guidelines and adjudication processes: i) Provide for and encourage participation by artists of diverse cultural traditions; ii) Recognize excellence in different cultural traditions; and iii) Reflect evolving creative practices.

Goal 4 – Performance Measures: 1) A summary of the range of cultural communities included in the adjudication process; 2) A summary of evolving creative practices; 3) A summary of initiatives undertaken by the Council to ensure program flexibility in recognizing cultural traditions.

B.C. Assessment

Initiatives

MANDATE

B.C. Assessment is a provincial Crown corporation created in 1974 under the *Assessment Authority Act*. The mandate of B.C. Assessment is to establish and maintain an independent, uniform, and efficient real property assessment system throughout British Columbia in accordance with the Assessment Act. The Act requires that B.C. Assessment produce annual rolls with assessments at market value.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

B.C. Assessment's Executive Committee continues to support multiculturalism at the operational level and has given this responsibility to its Community Relations Division.

- B.C. Assessment's commitment to multiculturalism is promoted on an ongoing basis to staff and to the public annually as part of the Community Relations Campaign.
- Language translations for select print and website materials will continue to be provided to serve our culturally-diverse communities. For example, in 2005, B.C. Assessment plans to translate some fact sheets (e.g. general information, agriculture topics) into select languages for posting on the website.
- B.C. Assessment staff try to respond to questions from the public in a variety of languages through an internal Language Skills Bank (volunteer program).
- B.C. Assessment staff are available, upon request, to make presentations to ethnic media, local government and community organizations to promote and publicize access to B.C. Assessment's programs, services, employment and business opportunities. B.C.'s ethnic media are included on news release distribution lists.
- In 2004/05, B.C. Assessment provided assessment rolls and services on a contract basis to 51 First Nations that have authority to establish independent real property taxation systems. A formal customer survey of this client group is planned in 2005.
- Community Relations purchases a supply of Multifaith Action Society calendars each year for distribution to B.C. Assessment staff to promote the wealth of spiritual beliefs and cultures of the people and communities we serve across British Columbia.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

B.C. Assessment supports the delivery of 1.74 million assessment notices to property owners in January of each year with public education and information. As part of this annual Community Relations Campaign, policy is to translate the Assessment Notice Insert (Brochure) into as many as 12 languages and made available on B.C. Assessment's website. B.C. Assessment staff also strive to assist property owners in the language of their choice for telephone inquiries.

British Columbia Building Corporation

Initiatives

In support of Multiculturalism Week 2005, BCBC hosted a luncheon for approximately 75 of its Head Office employees. The employees enjoyed East Indian cuisine and ethnic song and dance performances by international students from Lester B. Pearson College of the Pacific. The Kelowna Office, with 100 percent attendance, celebrated Multiculturalism Week with a potluck luncheon of cultural cuisine followed by a game of "cultural" jeopardy, a take-off from the TV game show, "Jeopardy". The Vancouver office staff attended a luncheon with a guest speaker/drummer from the Squamish Nation, who brought insight into the culture of the local First Nations community, which included a viewing of a First Nations "Potlatch" video.

In addition to these events, BCBC featured Multiculturalism Week on its intranet site. This site defined multiculturalism and the importance of multiculturalism to our society and contained links to cultural and world facts, community events, and the Settlement and Multiculturalism Branch website of the Ministry of Community, Aboriginal and Women's Services.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- BCBC utilizes the Workplace Diversity Advisory Panel (WDAP) which acts as an advocate on diversity matters. BCBC continues to be committed to:
- Valuing Diversity – BCBC recognizes and utilizes the strengths of its diversity by working together to enhance its business success. To demonstrate this commitment, diversity is built into BCBC's competency framework. This framework describes what is expected of all employees in terms of what they need and how they behave in order to achieve optimal business performance.
- Avoiding Discrimination – BCBC does not tolerate discrimination and ensures fairness in its business processes and practices, including service delivery to its customers in the various communities throughout the province. Direction and guidance for dealing with instances of workplace harassment is provided in BCBC's Harassment Policy, associated guidelines and employee training.
- Promoting Employment Equity – BCBC eliminates corporate barriers to the employment of persons in designated-equity groups and implements employment policies and practices that have a goal of creating a workforce that is representative of the communities in which it does business. This is consistent with employers' responsibilities as set out in the *Employment Equity Act*. BCBC continues to monitor its workforce demographics semi-annually.

MANDATE

British Columbia Buildings Corporation (BCBC) serves as an agency of the government in providing land and buildings for accommodation of ministries of government, public bodies and agents, corporate or otherwise, of the government, by lease or license or any other arrangement for the use and occupation of the accommodation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCBC's executive embraces diversity, of which multiculturalism is a key component, as a critical element of the corporate culture. Diversity is integral to long-term organizational health and culture, and for strengthening employee, customer and partner relationships.

B.C. Games Society

Initiatives

MANDATE

To provide an opportunity for the development of athletes, coaches, and officials in preparation for higher levels of competition in a multi-sport event which promotes interest and participation in sport and sporting activities, individual achievement, and community development.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The B.C. Games Society Board of Directors consistently is comprised of members from across the province including the Aboriginal community, persons with a disability and visible minorities.
- Host Community Mayors and Council are instructed to recruit their Boards of Directors based upon these same principles.
- Past and current practice by B.C. Games Society staff in each host community is to advise volunteers on the importance of highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, Games Village entertainment and hospitality, and volunteer recruitment.

Through a Memorandum of Understanding with the Aboriginal Sport and Recreation Association (ASRA), the B.C. Games Society:

- promotes the B.C. Summer and B.C. Winter Games to the Aboriginal community by directly mailing posters and through mass media via Global Television;
- provides opportunity for representation of the Aboriginal sport community on the B.C. Games Society Board of Directors. Final appointment subject to the Minister's approval;
- provides to ASRA, Aboriginal participation figures as they relate to the Northern B.C. Winter, B.C. Winter and B.C. Summer Games;
- includes and encourage participation of local native bands with respect to positions on the Host Community Board of Directors and/or cultural aspects of the B.C. Winter and B.C. Summer Games; and
- maintains dialogue on future opportunities for the inclusion of Aboriginal only participation in the B.C. Summer or B.C. Winter Games .

EXECUTIVE COMMITMENT TO MULTICULTURALISM

As described in our Society's Vision and Values statements posted at www.bcgames.org:

- B.C. Games Society Board represents a model in leadership and governance.
- Progressive management practices and personnel policies reflect a fair and equitable work environment indicative of a healthy workplace and organization.
- Commitment to broad social issues affecting all British Columbians including health and wellness, personal and community development, equity, access and inclusiveness is demonstrated.
- The organizational culture honours both the individual and the contribution of the team.

B.C. Housing

Initiatives

FRONT LINE SERVICES

To supplement front line staff resources, B.C. Housing maintains a volunteer staff interpreter list which includes 28 different languages.

OTHER INITIATIVES

- The Operations Guide in the Housing Provider Kit includes a chapter on diversity.
- A Mardi Gras luncheon and a celebration of multiculturalism were held at the Nikkei Centre; two examples of events held to celebrate Multiculturalism Week.
- B.C. Housing worked with community-based agencies to establish a community kitchen to help new immigrants, refugees and families come together to learn about making inexpensive, nutritious meals.
- B.C. Housing transferred the administration of the wholly provincial Aboriginal housing portfolio to the Aboriginal Housing Management Association (AHMA). The transfer of the administration of Aboriginal housing is consistent with the goal of Aboriginal social housing self-management.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In support of multiculturalism, B.C. Housing has the following policies and structures in place:

Multiculturalism Policy - The purpose of the Multiculturalism Policy is to ensure that B.C. Housing conducts all aspects of the delivery of services and programs within the purposes and policies of the *Multiculturalism Act*.

Respect For Diversity Policy - Respect for diversity is a key priority to maintaining a workforce that reflects and responds to the diversity of the communities in which we live and work. B.C. Housing's Board of Commissioners adopted a Respect for Diversity Policy to reinforce the importance of the legislated requirements related to human rights, multiculturalism and employment equity.

Recruitment and Staff Training Policy - The Recruitment and Staff Training Policy is designed to ensure that B.C. Housing has enough people with the right skills to meet its short-term and long-term business objectives. This policy is central to maintaining a high performing organization – one that is responsive to and reflective of the diversity of our society. B.C. Housing's recruitment strategies include advertisements that invite all qualified individuals to apply in accordance with the principle of merit.

MANDATE

The mandate of the British Columbia Housing Management Commission (B.C. Housing) is to fulfill the government's commitment to the development, administration and management of subsidized housing for those in greatest need. As an agency of the provincial government, B.C. Housing is committed to providing services in a manner that recognizes and respects diversity.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

B.C. Housing's Service Plan identifies a commitment to maintain a professional and committed workforce that reflects and responds to the diversity of the communities where we live and work.

B.C. Hydro

Initiatives

MANDATE

B.C. Hydro, established under the *Hydro and Power Authority Act*, is a Crown Corporation owned by the Province of British Columbia. B.C. Hydro generates or buys electricity and owns the transmission and distribution systems in the province that deliver electricity to customers in B.C. and to export markets.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

B.C. Hydro uses the Global Reporting Initiative (GRI) Comparison index to assess our triple bottom line performance across over 500 organizations from 43 countries, with B.C. Hydro being recognized as a leading sustainability reporter. Our social performance measures encompass customers, employees, First Nations, and the general public. They detail B.C. Hydro's labour practices, policies to protect human rights, product responsibility, and impacts on society at large. Other structures in place to support multiculturalism are a diversity consultation function within the employee Relations Department of Corporate Human Resources and on-going Corporate level support for the B.C. Hydro Employees' Multicultural Society. B.C. Hydro's Employee and Workplace policy articulates a commitment to a workplace which values diversity and is free from discrimination and harrassment.

B.C. Hydro provides corporate sponsorship and volunteer resources to numerous community events and organizations, scholarships and business development opportunities for First Nations, as well as involvement in a a wide array of community events. Through these sponsored projects, community events, diversity initiatives, and the Employees Multicultural Society, B.C. Hydro promotes anti-racism, diversity and multiculturalism in the workplace and in the community at large. The corporation also holds fundraising events for projects developed by the Vancouver Multicultural Society, Burnaby Multicultural Society and the Association of Multicultural Services Society. B.C. Hydro has celebrating Multiculturalism Week for 13 years to promote muliculturalism and diversity, and engage both employees and the general public. B.C. Hydro participates in numerous activities province-wide, inlcuding multicultural community events and National Aboriginal Day with PowerSmart.
In addition to "mainstream" advertising, B.C. Hydro advertises and communicates in all major ethnic publications in numerous languages to ensure all customers have access to products and services. B.C. Hydro also provides direct customer translation service through the Customer Care Centre.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

B.C. Hydro has a stated public commitment defined in its 2005/2006 to 2007/2008 Service Plan and implemented through its new purpose: reliable power, at low cost, for generations. Our triple bottom line approach, based on environmental, social and economic factors, will leave a positive legacy for future generations in B.C. The goals are strategically aligned to B.C. Hydro's purpose to guide business decisions and operations in the years to come. One of its long term goals is to address the values of stakeholders, First Nations, communities and all British Columbians. Customers are of primary importance to B.C. Hydro as it aims to operate and provide a service that satisfies all customers and provide remote communities with service on an equitable basis.

British Columbia Railway Company

MANDATE

BCRC's original mandate was to construct and operate a freight railway in British Columbia. In July 2004, BCRC concluded the B.C. Rail/CN Investment Partnership which resulted in CN assuming the freight railway operations.

The Province has since instructed BCRC's Board of Directors to continue to wind down or dispose of the remaining business units, assets and non-railway related real estate owned by BCRC and/or its subsidiaries.

In 2004, BCRC received an exemption from Section 13 (service plans for ministries and government organizations) of the Budget Transparency and Accountability Act.

In 2005, BCRC prepared a Service Plan which articulated this Mission Statement:

Establish an effective management system for the Revitalization Agreement between BCRC and CN while ensuring the efficient wind down and/or disposition of BCRC's remaining businesses, assets and non-railway related real estate.

BCRC adheres to the following Values in working towards achieving its Mission:

- Integrity - Decisions made in a manner that is consistent, professional and fair.
- Fiscal responsibility - Maximize return from the disposition of businesses, assets and non-railway related real estate.
- Accountability - Ensure full reporting of activities to the shareholder.
- Safety - Ensure a safe and healthy work environment.
- Respect - Treat everyone in an honest, fair and respectful manner.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCRC's Board of Directors and Management Team fully recognize and support the important purpose of the *Multiculturalism Act*. However, because BCRC is now fully engaged in the process of completing the wind down and/or disposition of the remaining business units, assets and non-railway related real estate, there are no active initiatives aimed at multiculturalism.

British Columbia Securities Commission

Initiatives

MANDATE

The British Columbia Securities Commission (BCSC) is the independent provincial government agency responsible for the administration of the *Securities Act*. The mission of the Commission is to protect and promote the public interest by regulating trading in securities to ensure the securities market is fair and efficient and warrants public confidence, and to foster a dynamic and competitive securities industry that provides investment opportunities and access to capital.

INVESTOR EDUCATION

The BCSC continued its investor education partnership with multicultural radio station CHMB, completing a series of public seminars in Cantonese with popular CHMB radio hosts. This year, BCSC increased its community outreach through use of additional Cantonese print and radio, as well as delivering seminars in Cantonese to SUCCESS (Chinatown & Richmond), TD Waterhouse clients and for a community event hosted by Kingsway MLA Rob Nijjar.

BCSC utilized the securities industry knowledge and talents of in-house, Cantonese-speaking staff to assist in reviewing translations and delivering these public seminars. Following the roll out of Cantonese seminars, BCSC undertook research with a professional research firm to discover:

- investment attitudes and preferences;
- experience and perceptions regarding investment fraud and unsuitable investments, opinions on BCSC investor education content; and
- effective ways of reaching the Chinese community with information on investment fraud.

BCSC used this research as the basis for translation of five more investor brochures, revisions to its public presentation and a roll out of more seminars with support from the BCSC Investor Education Fund.

ONLINE VIDEO FOR NEW IMMIGRANTS

BCSC also worked on an agreement with Ontario Securities Commission Investor Education Fund and the Alberta Capital Markets Foundation to co-fund a $147,000 online video project to develop and deliver basic information about the Canadian capital markets for new immigrants. The Calgary Chinese Cultural Society project will be rolling out in fiscal year 2005/06.

British Columbia Securities Commission

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- BCSC is an employment equity employer.
- All managers are provided with training on behavioural recruitment and non-discriminatory hiring policies.
- The job evaluation plan uses factors selected to meet pay equity requirements.
- HR Staff are trained in discrimination and harassment prevention, investigating and resolving harassment issues and how to reduce interpersonal conflict among employees of all backgrounds.
- HR Policies include a Discrimination and Harassment prevention policy.
- BCSC provides discrimination and harassment prevention training to all employees on an on-going basis.
- Twenty percent of BCSC employees are from visible minorities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- BCSC translated publications and multimedia presentations into Chinese to provide information to community-based groups on fraud and inappropriate investing.
- Through the North Shore Employment Services (NSES), BCSC hired several employees with mental disabilities and continue to use the services of NSES for short term projects such as assembling information kits.

B.C. Transit

Initiatives

MANDATE

B.C. Transit is the provincial Crown agency responsible for coordinating the delivery of public transportation throughout British Columbia, outside the Greater Vancouver Regional District. Its mandate includes planning, funding, constructing, marketing and operating transit systems – either directly or indirectly – in partnership with local government throughout the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Executive Management Team, consisting of the President & Chief Executive Officer and five divisional Vice-Presidents, is committed to diversity initiatives, including multiculturalism, as an integral part of regular day-to-day business. B.C. Transit's Board of Directors is committed to Equal Opportunity initiatives.

MULTI-LANGUAGE RIDER'S GUIDES

In a mid-size regional transit system, multi-language rider's guides replaced regular guides, offering French, Japanese, Korean, Mandarin, Spanish, and Hul'q'umi'num' in addition to English. Replacement of regular rider's guides with multi-language guides is to be extended to more regions.

EMPLOYMENT OPPORTUNITY

Employment opportunities for transit operator positions were posted on intercultural and First Nations agency notice-boards. Research to source aptitude tests that are valid and proven to be culturally unbiased was undertaken.

OTHER INITIATIVES

- New or expanded transit service was implemented in two First Nations communities; feasibility studies are underway in three others. Partnership with several First Nations communities throughout the province continues.
- Presentations were made in French to students in elementary and middle school Francophone schools regarding transit service.
- Information about alternate fuel technology pilot projects was communicated in French media.
- Asian and other translation services were provided to transit customers upon request.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Key policies in support of multiculturalism include:

Human Rights - Committed to upholding the principles enshrined in the B.C. Human Rights Code.

Multiculturalism - Consideration of the impact on a diverse community when designing new programs, services, policies, and methods of service delivery.

Recruitment and Selection - Committed to attracting and retaining a competent, committed, high performing workforce, and to the principles of equal opportunity.

Code of Conduct - Statement of expectations regarding respectful workplace interaction; peer volunteer facilitators trained to assist with resolution of differences.

British Columbia Transmission Corporation

Initiatives

ABORIGINAL CROSS CULTURAL TRAINING

Celebrated Multiculturalism week by arranging for an employee from a different culture to be profiled each day in our e-mail newsletter and by arranging a multicultural food fair in five locations.

OTHER INITIATIVES

- Provided Respectful and Healthy Workplace training to 91 employees.
- Provided Respectful Workplace training to Lower Mainland Control Centre employees.
- Sponsored the P'eska Aboriginal Shad Valley Program through BCTC's Community Fund. This program helps open the world of post-secondary education for Aboriginal high-school students by building awareness of the range of educational and career opportunities available to Aboriginal youth and assisting them in achieving their aspirations and highest potential.
- Provided Aboriginal Cross Cultural training to 40 employees whose jobs involve First Nations or First Nations issues. This is mandatory training and will be expanded to all employees who have some interaction with First Nations or where First Nations issues affect their jobs.
- Provided financial assistance through our TransConnect program to sponsor several employee-related initiatives related to multiculturalism.

MANDATE

BCTC is responsible for operating, maintaining, and planning B.C.'s transmission system. BCTC is fully independent from B.C. Hydro.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

A message from the President and CEO supporting multiculturalism was included in BCTC's quarterly "Message from the President – The Year Ahead" communication.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Developed BCTC's Multiculturalism Program.
- Updated BCTC's Respectful and Healthy Workplace Policy including BCTC's Respectful Workplace Program.
- Implemented BCTC's Community Outreach Program. The program includes a Community Fund that provides financial assistance to charitable initiatives that are compatible with BCTC's business goals in the areas of education and environment. It also includes a TransConnect component that provides financial support to charitable organizations that BCTC's employees are involved in, including those related to multiculturalism.

British Columbia Utilities Commission

Initiatives

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The programs and services of the British Columbia Utilities Commission (BCUC, the Commission) are delivered in a manner that is sensitive and responsive to British Columbia's diverse multicultural society.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The BCUC distributes its information brochures to libraries across the province. The Commission develops specialty brochures about specific projects and regulatory initiative, including brochures on participant funding and negotiated settlement processes. A Regulatory Agenda is issued quarterly to inform participants about regulatory matters before the Commission. Information is also conveyed to customers by way of Notices for Workshops, Prehearing Conferences and Public Hearings that appear in local newspapers in the service areas of the utilities served. Internet users are invited to visit the BCUC's website (updated weekly) at www.bcuc.com.

- The Commission and staff remain responsive to the diverse nature of the customers of regulated energy utilities in the province.
- The Commission provides timely responses to utility customer complaints, including those with multicultural backgrounds.
- Our published brochures contain timely contact information to assist the public in their actions and responsibility with regulated energy utilities.
- B.C. Hydro contracts for AT&T language line service which assists in customer calls. Other regulated utilities have no formal service available, but have representatives that may assist with calls from customers who have difficulty in communicating in English.

MANDATE

The British Columbia Utilities Commission is a regulatory agency of the Provincial Government, operating under the *Utilities Commission Act*. The Commission is responsible for ensuring that customers receive safe, reliable and non-discriminatory energy services at fair rates from the energy utilities it regulates, that shareholders of these utilities are afforded a reasonable opportunity to earn a fair return on their invested capital and that the competitive interests of British Columbia businesses are not frustrated. It approves the construction of new facilities planned by utilities and their issuance of securities. The Commission's function is quasi-judicial and it has the power to make legally binding rulings.

The Commission has been self-funded since 1988. Its costs are recovered primarily through a levy on the public utilities, pipeline companies, and the Insurance Corporation of B.C. that it regulates.

The Provincial Government released a new energy policy, *Energy for Our Future: A Plan for B.C.* in November 2002. The Commission is now responsible for implementing many of the policy actions of the plan. The Commission is also responsible for regulating the automobile insurance rates for mandatory insurance coverage offered by ICBC commencing in 2004.

Columbia Power Corporation

Initiatives

- During 2004/05 CPC sponsored the following multicultural activities:
- Lower Columbia All First Nations – Aboriginal Day Sponsor
- Okanagan Nation Alliance – Salmon Festival Sponsor
- Kootenay Doukhobor Historical Society – Sponsored restoration of historical photos

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- CPC supports multiculturalism activities in the Columbia Basin region with support from its Community Sponsorship budget. Through this budget successful multicultural events and initiatives are held and delivered.
- CPC is committed to including and working with First Nations, visible minorities, disabled persons and females in non-traditional roles in developing and working on power projects.

MANDATE

Columbia Power Corporation (CPC) is a Crown corporation wholly owned and controlled by the Province of British Columbia. Its mission is to undertake commercially viable and environmentally sound power project investments as the agent of the Province on a joint venture basis with the Columbia Basin Trust.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

CPC believes that in order to plan and develop successful projects within communities it is important to create effective partnerships between business, government, community service groups and individuals. With a diverse, multicultural population in our communities, CPC works hard to respect these diversities and acknowledges the years of commitment and dedication these diverse, multicultural groups bring to the richness and success of the Region.

In keeping with its commitment to translate power project investments into benefits for local communities, CPC supports numerous events, projects and various multicultural organizations in the Columbia Basin communities through its Community Sponsorship program.

Creston Valley Wildlife Management Area

MANDATE

Under the *Creston Valley Wildlife Act*, the Creston Valley Wildlife Management Area (CVWMA) has the authority to manage a 7,000-ha (17,000 acre) area of provincial Crown land along the Kootenay River system near Creston, B.C. The CVWMA must put into effect and uphold the spirit and intent of the *Creston Valley Wildlife Act* in its management. Specifically, it must maintain and develop the CVWMA for the purpose of "wildlife conservation, management and development and, in particular, as a waterfowl management area" [s.7 (1) and s.2 (1) of the Act].

Initiatives

- The CVWMA was chosen as one of 3 Canadian participants with the European Space Agency in an international satellite-mapping project for land managers worldwide. Fieldwork on the CVWMA and meetings in Montreal and Ottawa have taken place.
- Delegates from the international Living Lakes conference came, saw, and took their observations home to Germany, Spain, and Switzerland.
- Agriteam Canada, a Calgary international development company, escorted a study tour of 15 senior officials from Inner Mongolia and its nature reserves, home to rare species. Agriteam is building visitor centres in Inner Mongolia. The group was particularly interested in social, educational, and economic benefits of wildlife areas and how visitor programs mesh with environmental values. A Vancouver company also arranged two other Chinese study tours.
- Staff are from a variety of ethnic backgrounds. Two of six permanent staff have First Nations ancestry. Others span a variety of cultural backgrounds.
- First-contact brochures are published in English, French, German and Japanese. Visitors to the Wildlife Centre in 2004/05 came from all over B.C., from across Canada, from 26 states in the US, and from 20 countries overseas.

Creston Valley Wildlife Management Area

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The CVWMA values the cultural diversity of British Columbia and Canada, creates no barriers, and responds to the multicultural reality of its location and its users.

The CVWMA is a registered charity and a non-profit with 4 full-time and 2 part-time staff. Staff are not public servants; the agency receives no appropriation. The only funds available to provide services and programs are those which staff can raise through grants, donations, and operations on the CVWMA. Granting agencies often have requirements related to multiculturalism, and the CVWMA embraces the opportunities which those grants provide, to undertake initiatives. The CVWMA unfailingly follows multiculturalism guidelines of granting agencies.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Public programs and services of the CVWMA are designed specifically for users and reflect the multicultural nature of those users. Exhibits, activities, and displays incorporate history and contributions of relevant populations.
- Staff are employed with regard to specialized skills and sensitivities to a variety of social realities. The resulting mix of ethnic backgrounds enriches all activities of the CVWMA. When the mix includes various language capabilities it proves even more useful.
- Migratory waterfowl are international; the CVWMA is an internationally designated RAMSAR site and has an international IBA designation. The CVWMA operates comfortably in the international conservation arena and enjoys greater multicultural opportunities than more locally based entities.

First Peoples' Heritage, Language and Culture Council

MANDATE

- To preserve, restore and enhance First Nations heritage, language and culture;
- Increase understanding and sharing of knowledge within both First Nations and non-First Nations communities; and
- Heighten appreciation and acceptance of the wealth of cultural diversity among all British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

First Peoples' Heritage, Language and Culture Council is committed to assisting British Columbia's First Nations to realize their visions for language, arts, and cultural revitalization.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- FPHLCC funds First Nation's language revitalization and art projects.
- FPHLCC develops projects to educate all people within British Columbia to value the original languages, arts, and cultures.

Initiatives

- Stabilizing Indigenous Languages Conference
- Vancouver Opera – Mozart Project set in First Nation's culture
- FPHLCC website, Needs Assesment and Map Project
- Ongoing provision of information on the First Nations languages, arts and cultures to the British Columbia Government
- Ongoing referral and response to First Nation's cultural inquiries from British Columbia residents

Forestry Innovation Investment Ltd.

Initiatives

Forestry Innovation Investment Ltd. (FII) completed only its second fiscal year in 2004/05. Given its very small size, it is unlikely to initiate major efforts on multiculturalism. However, by definition, its day-to-day business includes numerous personal inter-relationships with a wide variety of people in other cultures.

MANDATE

Forestry Innovation Investment Ltd. (FII) was incorporated on March 31, 2003 under the Company Act of British Columbia to promote B.C.'s world-leading forest products and forest management to the global marketplace.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Within the limited scope inherent in a company of only 17 employees, the company executive is committed to policies that promote multiculturalism. The company is permeated with cultural influences because its core function involves marketing activities in Europe, the United States, Japan, Korea, and the Peoples Republic of China. Of five FII employees in Shanghai, three are Chinese citizens.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The company established a set of formalized policies, including the following which relate indirectly to issues of multiculturalism: *Standards of Conduct*, which speaks to workplace behavior, and *Preventing Discrimination and Harassment in the Workplace*.

Industry Training Authority

MANDATE

The Industry Training Authority's (ITA) mandate is to design, implement, govern and expand an industry-led training system.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ITA is an inclusive organization committed to addressing and removing barriers to accessing the apprenticeship training system, in particular, to equity seeking groups.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- 2004/2005 was the first year of the ITA's operation and the focus has been on establishing the organization's governance and infrastructure to develop an industry-led system.
- Nonetheless, the ITA has supported with resources and policies for the development of a new framing program. The majority of participants in these pilots came from the Aboriginal community.

Initiatives

- Three pilot framing programs with Aboriginal participants
- Expansion of "apprentice sponsors" to enable organizations such as ARDAs to sponsor apprentices
- Approval in principal to fund two pilot forming programs with Aboriginal participants

Insurance Corporation of British Columbia

Initiatives

DRIVER'S LICENSE KNOWLEDGE TEST

The Driver's License knowledge test can be taken in English, French, Arabic, Cantonese, Croation, Farsi, Mandarin, Punjabi, Russian, Spanish and Vietnamese.

OTHER INITIATIVES

- ICBC employees volunteer as mentors to new immigrants through the Bamboo Network Mentoring Program sponsored by the Multicultural Helping House Society.
- The Safer School Travel Program for elementary schools includes a take home questionnaire for parents that is available in five languages.
- In partnership with the First Nations Schools Association, RoadSense curriculum packages are provided to First Nations schools across B.C.
- The Aboriginal Occupant Restraint Awareness Campaign focused on creating awareness of the importance of occupant restraint. In addition, an Aboriginal Occupant Restraint Toolkit was created to assist organizations with increasing seat belt and child seat use.
- Brochures, posters and advertisements are produced in high demand languages.
- Information on purchasing insurance in B.C., obtaining a B.C. Driver's License, road safety programs and career opportunities is provided to new immigrants through presentations and workshops.
- Multilingual staff are available to provide customers with translation services.
- ICBC employees participate in events organized by multicultural groups and community organizations throughout the province to promote road safety and loss prevention.
- Multicultural displays, celebrations and events organized by employees throughout the year help to increase awareness and understanding of cultural diversity and create a positive work environment.
- Diversity-related training is provided to employees.
- Employment advertisements include an employment equity statement to encourage applications from all qualified individuals.

MANDATE

The Insurance Corporation of British Columbia (ICBC) provides universal basic auto insurance to B.C. motorists. ICBC also competes for the optional insurance business. As part of its mandate, ICBC provides driver licensing and vehicle licensing and registration services on behalf of the province. ICBC invests in loss management and road safety programs to promote a safer driving environment throughout B.C.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ICBC is committed to providing services and programs that are sensitive and responsive to the multicultural reality of British Columbia.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Multiculturalism, employment equity, harassment-free workplace and combating racism policies promote understanding and respect toward employees and customers of diverse backgrounds.
- A Diversity Focal Point Committee, sponsored by the executive and comprised of line managers and the Workplace Diversity Coordinator, plan and implement initiatives in support of multiculturalism.

Land and Water British Columbia Inc.

MANDATE

Land and Water British Columbia Inc.'s (LWBC) mandate is to:

- Support economic diversification of rural British Columbia together with developing a proactive approach to land-based investment opportunities and setting aside Crown land for conservation and community use (e.g. free crown grants)
- Administer and license Crown land and water resources with a focus on reducing decision times, streamlining business processes and monitoring permitted use of Crown land and water resources
- Protect public safety (regulating approximately 2,700 licensed dams under the Dam Safety Audit Program).

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Land and Water British Columbia Inc.'s Executive is committed to operating in an inclusive environment by forming partnerships with a broad spectrum of external clients, including an emphasis on First Nations.

Initiatives

One of our most focussed initiatives has been through the recruitment and development of staff within the Aboriginal Relations Branch and Regional Offices who are able to raise the profile of the multicultural issues, including First Nations, to our Executive. .

In fulfilling our mandate LWBC adheres to the principles of equity in the disposition of land and water resources for all citizens. Land and Water British Columbia Inc., provides a mechanism for internal and external comment from employees and clients through an annual Client Satisfaction survey and an Employee Engagement survey.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Corporation promotes best practices that recognize and encourage multiculturalism. Given our common interest in land issues with First Nations, LWBC works to support awareness of cultural diversification and is respectful of Aboriginal issues as well as those of other cultures. Land and Water British Columbia Inc. ensures all layers of our organization, including the Executive, are available to respond to and interact with cultural groups. Continuous internal and external First Nations training sessions are available for staff.

Legal Services Society

Initiatives

ABORIGINAL NEEDS ASSESSMENT

The Legal Services Society (LSS) completed an Aboriginal needs assessment this year; the final report, due early next fiscal year, will review and make recommendations on access to justice issues faced by the people in the rural and remote area north of and including the Cariboo Regional District. The study will help LSS develop a comprehensive policy to guide it in its work with and for Aboriginal people in the north and provide a solid foundation for assessing needs in other areas of the province.

MULTI-LANGUAGE SCRIPTS

This year LSS translated recorded messages on the LSS Call Centre and LawLINE into 8 languages other than English.

Translations: 11 publications (fact sheets, brochures, booklet), 3 promotional materials (bookmarks, poster), and 1 LawLINK kiosk information sheet.

COMMUNITY OUTREACH AND DEVELOPMENT

One LSS field worker spends 50% of his/her time on multicultural project development and liaison. LSS advocacy training conferences held around the province include multicultural issues. This year the society sponsored a provincial conference for settlement workers on issues of specific concern to them.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- LSS Administrative Policies and Procedures - Guiding Principles which include Cultural Competence, Cultural Competence and Aboriginal People, Code of Ethics, and Employment Equity policies.
- The society ensures its services are accessible to all communities by funding interpreters and translators for clients who need them to work with their legal aid lawyers, providing interpreter services and translated scripts for LSS Call Centre and LawLINE clients, producing public legal education and information materials in as many as nine languages other than English, requiring staff to adhere to a code of ethics that includes non-discrimination and non-harassment, and following an employment equity policy.

MANDATE

Under section 9 (1) of the Legal Services Society Act the LSS mandate is to (a) help low income individuals resolve their legal problems and to facilitate access to justice for them, (b) establish and administer an effective and efficient system for providing legal aid to low income people in British Columbia, and (c) provide advice to the Attorney General about legal aid.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

LSS policy is to deliver legal services to the people of B.C. in an environment where cultural diversity is respected and all individuals are treated fairly and with dignity. LSS ensures that staff behaviour towards each other, clients/applicants, and other agencies is free from racism and discrimination in all its forms. – From LSS Guiding Principles: Cultural Competence.

Liquor Distribution Branch

MANDATE

The Liquor Distribution Branch is the principle retailer and wholesaler of beverage alcohol in British Columbia. With 212 stores and over 785,000 customer contacts weekly, the LDB is in a unique position to provide customer service linking our multicultural community.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The LDB was focused for some time on core operational issues as it planned for downsizing. However, with its renewed mandate to retail and wholesale beverage alcohol in a private/public mixed model, the LDB is once again developing new initiatives in marketing and promotions as well as human resources. Responsibility for equity, diversity and multiculturalism is shared between the Executive Director of Human Resources and the Executive Director of Retail Services, both of whom are members of the LDB Executive Committee. Outreach recruitment strategies have been incorporated into hiring processes for the stores, the distribution centres and the LDB's corporate head office. Multiculturalism awareness training in the Branch has been strategically shifted from dedicated stand alone programs and is now woven into the fabric of programmes ranging from new employee orientation to management development.

Initiatives

The Liquor Distribution Branch is in a unique position, as a retailer within government, to provide information to our public, the people of British Columbia, on the many opportunities to enhance our experience of other cultures through the pairing of beverage alcohol with food.

In fiscal 2004/05, the LDB continued with several popular programmes that engage our customers in the food and beverage experience.

IN-STORE AND WEBSITE PROMOTIONS

The LDB supports the awareness of different cultural events through signage and displays in our stores. For Chinese New Year, there were displays in 25 of the top stores. It was also a large feature on our website. The LDB web site was also used to promote other celebrations such as Hannukah, Passover (Kosher wines), St. Patrick's Day, Christmas and Easter.

In Spring 2005, newly designed ice wine signs were translated into Cantonese/Mandarin to a wide range of stores in the Lower Mainland, Whistler and on Vancouver Island.

MATTERS OF TASTE MAGAZINE

The LDB's popular complimentary publication, ***Matters of Taste***, regularly features individuals, food and beverages from the multicultural mosaic of British Columbia. This fiscal year saw regional features for South Africa, Spain, as well as traditional Christmas holiday and Easter fare.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Liquor Distribution Branch executive and management is committed to the principles of multiculturalism in its marketing and customer service initiatives, as well as in its role as an employer of choice. The Merchandising Department constantly reviews the LDB's calendar of retail promotions and incorporates multicultural celebrations in its chosen themes.

Responsibility for multiculturalism rests at the executive level, shared between the Executive Director of Human Resources and Executive Director of Retail Services, but is imbedded in all areas of Human Resources and Retail, from new employee hiring, outreach, and management training programmes, to retail initiatives.

Oil and Gas Commission

Initiatives

- The Oil and Gas Commission actively carries out outreach recruitment to First Nation Communities, local communities and educational institutions. We have six Aboriginal employees in a 140 FTE organization.
- The Commission participates in First Nation Communities activities: Doig Days, Sweat Camp, Beaver School, Petitot Gathering, and secondments to the Communities and Wellness Conference.
- The Commission works closely with First Nations in their communities, and the First Nations people learning the duties of the commission by coming into our offices.

MANDATE

The mandate of the Oil and Gas Commission is to:

- Regulate oil and gas activities and pipelines in British Columbia in a manner that:
  - provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well being,
  - conserves oil and gas resources in British Columbia,
  - ensures safe and efficient practices, and
  - assists owners of oil and gas resources to participate equitably in the production of shared pools of oil and gas, provide for effective and efficient processes for the review of applications related to oil and gas activities or pipelines, and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects.
- Encourage the participation of First Nations and Aboriginal people in processes affecting them.
- Participate in planning processes.
- Undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the commission.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Oil and Gas Commission supports government-wide multiculturalism policy which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. The Commission's workforce is increasingly diverse and the benefits for the wider range of experience, knowledge and skills among its employees.

The commission vision is to be the innovative regulatory leader, respected by stakeholders, First Nations and Clients.

Regulating oil and gas activity through fair, consistent, responsible and transparent stakeholder engagement for the benefit of British Columbians and by balancing environmental, economic, and social outcomes.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Commission will continue to work on different initiatives in support of multiculturalism.

Organized Crime Agency of British Columbia Society

MANDATE

To facilitate the disruption and suppression of organized and serious crime which affects British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Organized Crime Agency of B.C.'s commitment to supporting multiculturalism is reflected in its ongoing efforts and funding for training aimed at promoting cultural awareness among staff and police members, recruitment and hiring practices that seek to mirror the diversity of the community, and recognition by the organization that understanding and respecting cultural differences is critical to its success.

Initiatives

- The nature of enforcement projects provides awareness of the diverse cultural nature of organized crime throughout the Province.
- Hiring practices are inclusive of ethnic and racial groups.
- Routine diversity training for police.

Provincial Capital Commission

Initiatives

- Supporter of the Inter-Cultural Association's Folk Fest and Luminara.
- Project Partners with the City of Victoria, Greater Victoria Harbour Authority and Esquimalt and Songhees First Nations to develop a First Nations interpretative walkway on the Inner Harbour of Victoria.
- Supporter of the City of Victoria's Cultural Capital's of Canada application to showcase Victoria's rich history, cultural diversity and talented artistic community.
- Observer at North American Indigenous Games 2008 Board to determine PCC role.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Training: Delivery of diversity training on Aboriginal Cultural Awareness.

Outreach: PCC Outreach programs are designed to encourage B.C. citizens to develop a lifelong appreciation for the capital by recognizing Victoria's diverse culture, heritage and First Nations history.

MANDATE

- Delivery of programs that connect British Columbians to their capital and foster a sense of ownership and pride in the special character of their capital city and the province it represents.
- Responsible stewardship of public assets.
- To create a concept of the capital among the citizens of British Columbia as a venue to promote the diverse cultures and rich history of the province.
- Be a self-sustaining Crown agency.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Provincial Capital Commission (PCC) supports government-wide multiculturalism policy which guides the delivery of programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.
- The Commission values diversity in the workplace and ensures that individuals are treated with respect and dignity.

Royal British Columbia Museum

MANDATE

- To secure, receive and preserve specimens, artifacts and archival and other materials that illustrate the natural or human history of British Columbia;
- To hold and manage the archives of the government;
- To increase and communicate knowledge of the natural and human history of British Columbia by research, exhibits, publications and other means;
- To serve as an educational organization;
- To develop exhibits that are of interest to the public;
- To manage, conserve and provide access to the collection;
- On the request of the government, to manage cultural and heritage facilities designated by the government;
- To perform functions usually performed by a museum and archives.

Initiatives

- Sponsor for annual First People's Festival (August).
- School Programs offer "A Day's Journey" which takes Grade 4 students through a day in the life of a First Nations child in history (provided throughout the school year).
- Echoes of Ancestry program runs each year from May to September in partnership with the Victoria Native Friendship Centre. Carvers from the Kwakwaka'wakw and Coast Salish Nations are in the Carving Studio and there are guest interpreters each week.
- 20th Annual Walking with our Ancestors Celebration July 1 – August 2, 2004 provided an educational and interactive showcase of Aboriginal People, traditional art forms, and cultures. With an attendance in excess of 15,000 visitors, some of the highlights of this cross-cultural celebration included a vibrant artist's market, traditional presentations and food sampling in a ceremonial Big House, children's activities, documentary screening, carving demonstrations and interpretive totem tours.
- Living Landscapes Program: a continuing program that brings people everywhere face-to-face with RBCM staff and research in exploring the human and natural history of the province, First Nations, educators, naturalists and other agencies, to encourage and facilitate the exploration and appreciation of the human and natural history of areas in B.C. from the perspective of the people who live there.
- Eternal Egypt visiting exhibit to October 31, 2004: visiting exhibit drawing 320,000+ visitors. Public programs delivered a number of programs on Egyptian scribe interpretation, marketplace, mummification, ancient beauty secrets and cooking demonstrations. Trained 33 junior docents to deliver programs representing the Egyptian culture.
- Tibet: Mountains and Valleys, Castles and Tents visiting exhibit showcases the great historical and archival treasures of the Tibetan culture. March 4, 2005 – October 10, 2005.
- Japanese/Canadian photography showcased.
- Speaker Dr. Robert Thurman, "the leading American expert on Tibetan Buddhism" presented his views on March 19, 2005.
- Rememberance Commemorations: an exhibit on Heroic Women of the War.

Royal British Columbia Museum

- Provide access to 3,523 original Aboriginal audio tapes that document the languages and stories of British Columbia First Nations.
- The Museum has approximately 350 volunteers who reflect the diversity of the community.
- Volunteer positions offer an opportunity for practicing the language for those who speak English as a second language.
- In 2004/05 9,000+ natural history specimens were sent on loan to 24 museum researchers throughout the world, including Japan, Germany, England and Russia.
- The Museum's new virtual exhibit "Journey & Transformations: British Columbia Landscapes" provides an opportunity to explore B.C.'s mountains, forests, grasslands, waters and cities. Included are a teacher's guide, student submissions and a link to suggested lesson plans for grades 8 through 12. The virtual exhibit is available in both English and French allowing for the diversity in our schools.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The RBCM strives to explain the material culture history of the province of B.C. and is the only institution in B.C. that assumes this role.
- Where possible continue commitment to diversity in the workplace through hiring practices for front line customer service staff and co-op students.
- Provide front line staff and co-op students with training (i.e. Culturally Responsive Service Delivery).
- Commit to providing staff with information on multiculturalism through pamphlets and training courses.
- The Museum will present controversial issues in an objective way, and will be perceived by the community as a place that presents balanced views.
- The Cultural Precinct will be a centre of activity for tourists, school children, First Nations and cultural groups and scholars.
- The museum will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations office.
- The museum's First Nations collections date back to the late 1800's when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- The B.C. Archives is a valuable resource for researchers. It is one of the major information sources for B.C.'s human history and a vital element of B.C.'s culture.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The museum culture supports diversity through its delivery of programs and daily activities.

Tourism British Columbia

MANDATE

Under the Tourism British Columbia Act. The corporation is responsible for:

- Marketing British Columbia as a tourism destination;
- Providing information services for tourists;
- Encouraging enhancement of standards of tourist accommodation, facilities, services and amenities;
- Enhancing professionalism in the tourism industry;
- Encouraging and facilitating the creation of jobs in the tourism industry;
- Collecting, evaluating and disseminating information on tourism markets, trends, employment, programs and activities and on availability and suitability of infrastructure and of services that support tourism activities; and
- Generating additional funding for tourism programs.

Initiatives

- Tourism British Columbia maintains offices in Australia, Germany, Japan, Taiwan and the United Kingdom.
- In anticipation of Canada finalizing Approved Destination Status from China, Tourism British Columbia has been proactively establishing a strategic foundation to build future opportunities in this massive key market. In fiscal 2004/05, this included co-hosting a trade familiarization tour of operators from Beijing/ Shanghai, production of a lure brochure and a tour planner, and participation at the China International Travel mart (CITM).
- A German language Vacation Planner is published semi-annually.
- A 48 page guide of B.C. ecotourism products and experiences was released in January 2004 in Japan and a Japanese language website was for launched in March 2004.
- A "Call of B.C." newsletter featuring timely topics, hot news and activity reports is produced and distributed twice each year in Taiwan.

Tourism British Columbia

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Tourism British Columbia's commitment to multiculturalism is reflected best in the strong support for corporate values that have been identified by staff throughout the organization. These are: Integrity – what we bring as individuals; Enthusiasm – what we portray; Teamwork – how we work together; and Progressive – what we strive for.
- A testament to the positive work environment provided by Tourism British Columbia came in December 2004, when the organization was selected as the #2 Best Company to Work For in British Columbia according to a survey conducted by Watson Wyatt Worldwide and published B.C. Business Magazine. This honour recognizes companies that have demonstrated superior management practices and that, according to their employees, have created an exceptional work environment.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Respect for the individual is a principle at Tourism B.C. The organization adheres to and supports the *Human Rights Act* of both British Columbia and Canada which protect individuals from harassment and other forms of discrimination on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age and conviction for a criminal or summary conviction offence that is unrelated to employment.

Vancouver Trade and Convention Centre Authority

MANDATE

The Vancouver Trade and Conention Centre Authority is in process of winding up, pending only final disposition of assets.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Authority has no employee's per se.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

n/a

INITIATIVES

n/a